Canon

BUBBLE JET PRINTER

S100SP
User's Guide

V1

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Introduction

Thank you for purchasing the Canon S100SP Bubble Jet Printer. This User's Guide provides comprehensive explanations of the features and functions of the printer.

This guide uses the following symbols to indicate important information. Always observe these instructions.

Warning ➤ Instructions that, if ignored, could result in death or serious personal injury caused by incorrect operation of the equipment.
Must be observed for safe operation.

Caution ➤ Instructions that, if ignored, could result in personal injury or material damage caused by incorrect operation of the equipment.
Must be observed for safe operation.

Important ➤ Prohibited actions that, inadvertently performed, could result in equipment damage, faults or impaired product quality.
Must be avoided for correct operation.

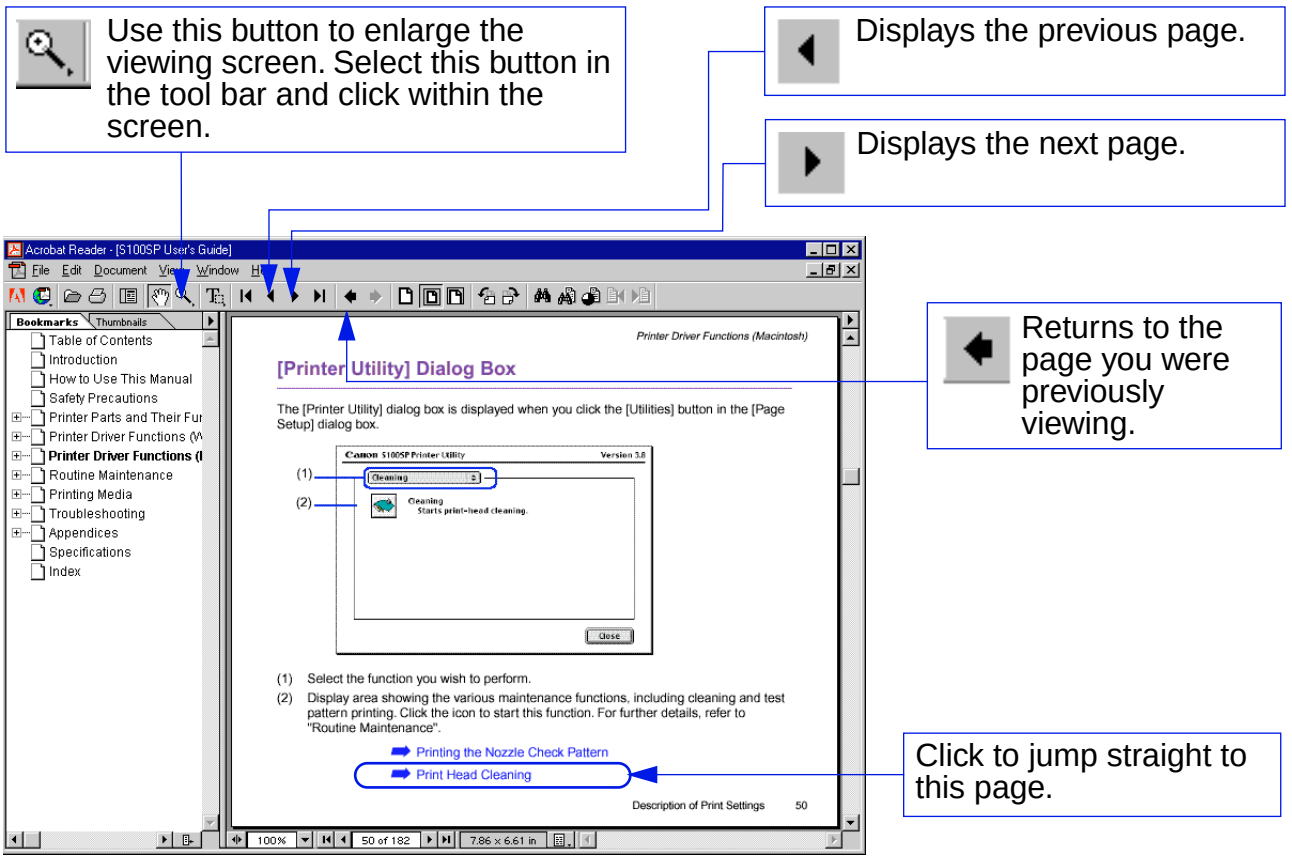
Windows — Information for Windows users only.

Macintosh — Information for Macintosh users only.

As far as the printer driver is concerned, all the descriptions and instructions in this guide cover only Windows 98 and Windows Me. For detailed information on Windows 2000, refer to extensive online instructions by selecting [Start] - [Programs] - [Canon S100SP] - [Guide].

How to Use This Manual

To view this User's Guide, we recommend that you use Acrobat Reader 4.0 or Acrobat Reader 3.0. Please note that screens displayed by Acrobat Reader 3.0 are slightly different.


Use this button to enlarge the viewing screen. Select this button in the tool bar and click within the screen.
Displays the previous page.
Displays the next page.
Returns to the page you were previously viewing.
Click to jump straight to this page.
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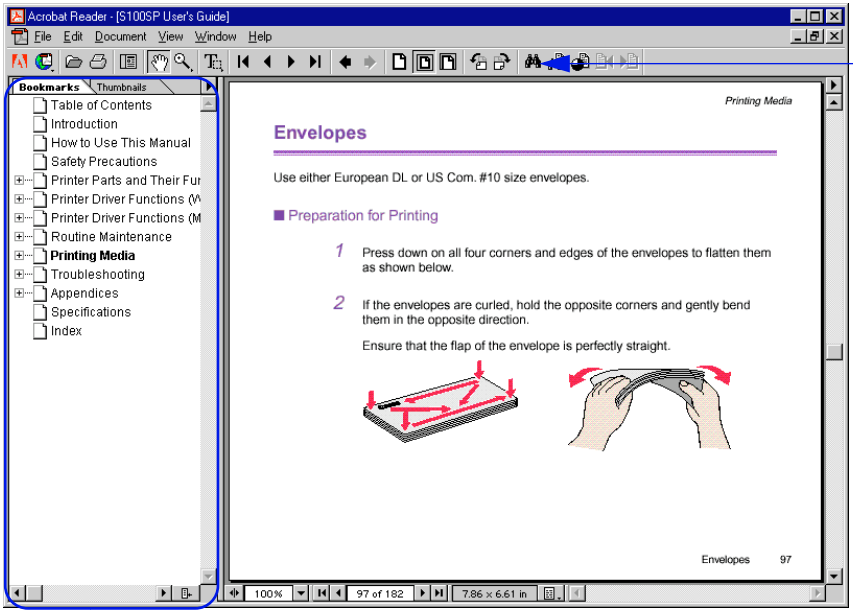
Printer Driver Functions (Macintosh)
[Printer Utility] Dialog Box
The [Printer Utility] dialog box is displayed when you click the [Utilities] button in the [Page Setup] dialog box.
Canon S100SP Printer Utility
Version 3.8
(1)
(2)
Cleaning
Starts print-head cleaning.
Close
(1) Select the function you wish to perform.
(2) Display area showing the various maintenance functions, including cleaning and test pattern printing. Click the icon to start this function. For further details, refer to "Routine Maintenance".
Printing the Nozzle Check Pattern
Print Head Cleaning
Description of Print Settings 50
100%
50 of 182
7.86 x 6.61 in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Printing Media
Envelopes
Use either European DL or US Com. #10 size envelopes.
Preparation for Printing
1 Press down on all four corners and edges of the envelopes to flatten them as shown below.
2 If the envelopes are curled, hold the opposite corners and gently bend them in the opposite direction.
Ensure that the flap of the envelope is perfectly straight.
Envelopes 97
100%
97 of 182
7.86 x 6.61 in

Use this button to search for a word.

Displays the table of contents.
Click the heading to jump to the topic.

Click the "⊞" symbol to see the headings for each chapter.

Click the "⊟" symbol to close the headings.

Safety Precautions

Please read the safety warnings and cautions provided in this manual to ensure that you use the printer safely. Do not attempt to use the printer in any way not described in this manual.

Warning ➤ You may cause an electric shock/fire or damage the printer if you ignore any of these safety precautions.

■ Choosing a location

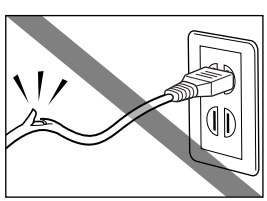
Do not place the printer close to flammable solvents such as alcohol or thinners.

■ Power supply

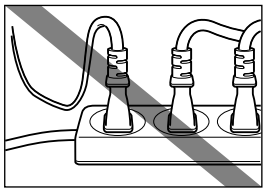
Never attempt to plug in or unplug the printer from the power supply when your hands are wet.

Always push the plug all the way into the power outlet.

Never damage, modify, stretch or excessively bend or twist the power cord. Do not place heavy objects on the power cord.



Never plug the printer into a power socket that is shared with other equipment (extension lead, double adapter, etc.).



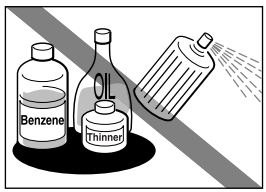
Never use the printer if the power cord is bundled or knotted.

If you detect smoke, unusual smells or strange noises around the printer, immediately unplug the printer at the power supply and call for service.

Cleaning the printer

Use a damp cloth to clean the printer. Never use flammable solvents such as alcohol, benzene or thinners.

If flammable solvents come in contact with electrical components inside the printer, it could cause a fire or electric shock.



Always unplug the printer from the power outlet before cleaning the printer.

Maintaining the printer

Do not attempt to disassemble or modify the printer. There are no user serviceable parts inside the printer.

The printer contains high-voltage components. Never attempt any maintenance procedure not described in this guide.

Working around the printer

Do not use inflammable sprays near the printer.

This could cause a fire or electric shock if the spray comes into contact with electrical components inside the printer.

Caution ➤ You may cause injury or damage the printer if you ignore any of these safety precautions.

■ Choosing a location

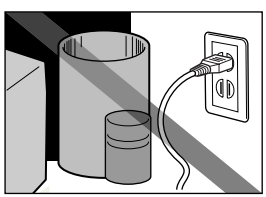
Do not install the printer in a location that is unstable or subject to excessive vibration.

Do not install the printer in locations that are very humid or dusty, in direct sunlight, outdoors, or close to a heating source.

To avoid the risk of fire or electric shocks, install the printer in a location with an ambient temperature range of 5°C to 35°C (41°F to 95°F) and humidity of 10% to 90% (condensation free).

Do not place the printer on a thick rug or carpet.

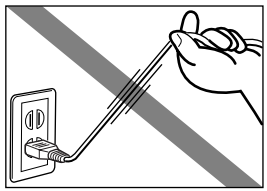
Ensure that the area around the power outlet is kept clear at all times so you can easily unplug the power cord if necessary.



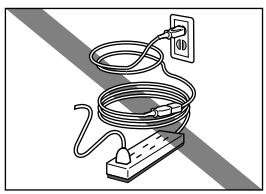
When moving the printer, carry the printer at both ends.

Power supply

Never remove the plug by pulling on the cord.



Do not use an extension lead.



If you do not intend to use the printer for a long period of time, unplug the printer.

Never use a power supply voltage other than that supplied in the country of purchase.

The correct power supply voltage and frequency is as follows:
Europe: AC 230V ± 10%, 50Hz
USA/Canada: AC 120V, 60Hz
Australia: AC 240V, 50Hz

Working around the printer

Never put your hands or fingers in the printer while it is printing.

Do not place metal objects (paper clips, staples, etc.) or containers of flammable solvents (alcohol, thinners. etc.) on top of the printer.

If any foreign object (metal or liquid) falls into the printer, unplug the power cord and call for service.

BJ cartridges and ink cartridges

For safety reasons store BJ cartridges and ink cartridges out of the reach of small children.

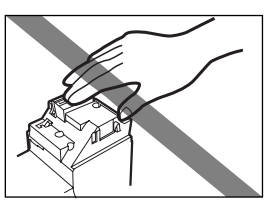
If a child ingests any ink, consult a doctor immediately.

Do not shake BJ cartridges or ink cartridges.

Ink may leak out and stain clothing or the surrounding area.

Never touch the electrical contacts on a BJ cartridge after printing.

The metal parts may be very hot and could cause burns.



Printer Parts and Their Functions

- Front View
- Rear View
- Inside the Printer

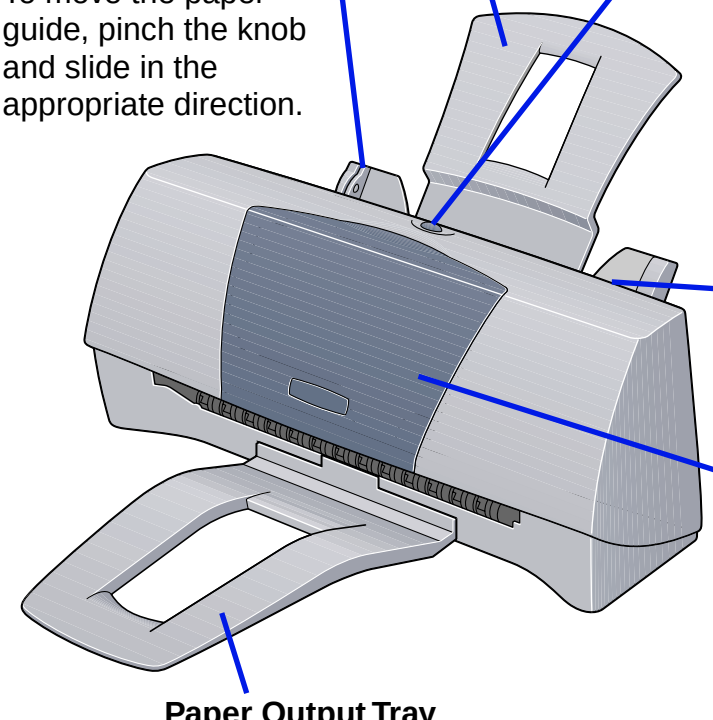
Front View

Paper Guide
When loading paper, ensure the left edge just touches this guide. To move the paper guide, pinch the knob and slide in the appropriate direction.

Paper Rest

RESUME/CANCEL Button
Press to resume printing once an error has been resolved. The printer will then initialise ready for printing. Also, to cancel printing in progress, press this button.

This printer does not have a Power switch. Warming up starts as soon as it is plugged in. Unless unplugged, the printer will remain ready to print with a very low level of power consumption.



Sheet Feeder
Load paper here.
Paper feeds automatically, one sheet at a time.

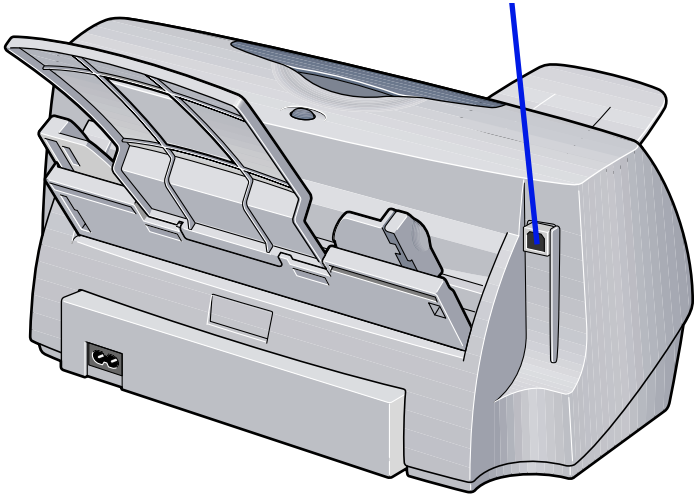
Front Cover
Open to replace the ink cartridges or remove jammed paper.

Do not open the front cover unnecessarily. Print head cleaning will start automatically when the cover is closed and this process consumes ink.

Paper Output Tray

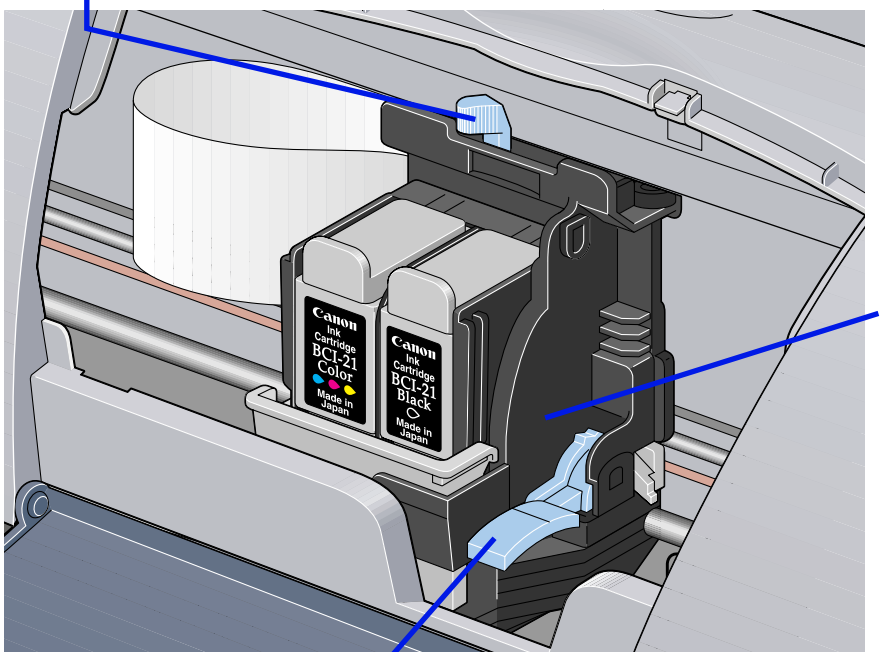
Rear View

USB Port
Connects the printer to a computer through a USB interface.



Inside the Printer

Paper Thickness Lever
Adjusts the gap between the print head and the surface of the printing paper.



Cartridge Holder
Install a BJ cartridge here.

Cartridge Lock Lever
Locks the BJ cartridge into the holder.

Printer Driver Functions (Windows)

- Opening the Printer Properties Dialog Box
- Super Economy Mode
- Printer Properties Dialog Box Description
- BJ Status Monitor Functions
- Cancelling a Print Job
- Uninstalling Printer Drivers

Note ➤ As far as the printer driver is concerned, all the descriptions and instructions in this guide cover only Windows 98 and Windows Me. For detailed information on Windows 2000, refer to extensive online instructions by selecting [Start] - [Programs] - [Canon S100SP] - [Guide].

Opening the Printer Properties Dialog Box

The Printer Properties dialog box can be opened from either within an application, or directly from the Windows [Start] menu.

■ Opening the Printer Properties dialog box from your application program

This method is generally used to specify printer settings just before printing.
The operations may vary slightly depending on your application program. This section describes only the general procedure for opening the Printer Properties dialog box.

1 In your application, select the command to print a document.

The [Print] dialog box can usually be opened by selecting [Print] from the [File] menu.

2 Ensure that [Canon S100SP] is selected in the [Name] field. Then click the [Properties] button.

The Printer Properties dialog box opens.

Note ➤ Depending on your application program, the command and menu names may differ, and there may be more steps involved in opening the Printer Properties dialog box. For further details, see the user's manual for your application.

Opening the Printer Properties dialog box directly from the [Start] menu

This method is used for maintenance operations such as print head cleaning, or to specify printer settings common to all application programs.
When the Printer Properties dialog box is opened from the [Start] menu, the Windows operating system adds several tabs, including the [Details] tab. These do not appear when the Printer Properties dialog box is opened from within an application.
For further information about these additional tabs, refer to your Windows documentation.

1. Click the [Start] button, then select [Settings], [Printers].
2. Select the [Canon S100SP] icon.
3. Open the [File] menu and select [Properties].

   The Printer Properties dialog box opens.

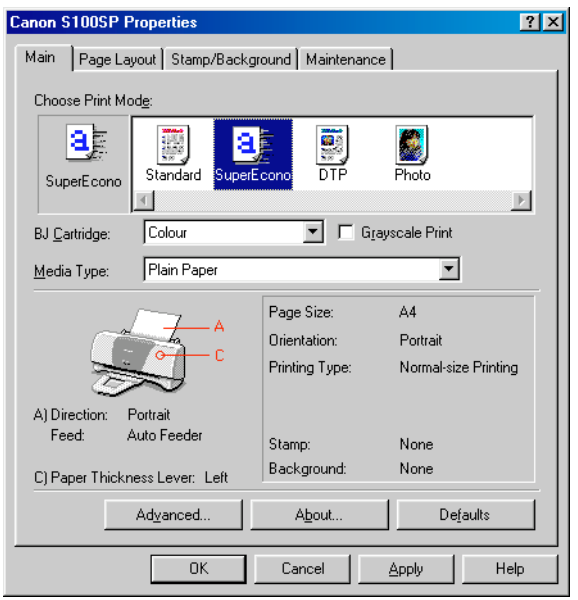
Super Economy Mode

When you want to economise on printing cost, use the Super Economy Mode option. To enable the Super Economy Mode,

1. Open the printer driver Printer Properties dialogue box.

2. In the [Choose Print Mode] box click the [SuperEcono] icon

.

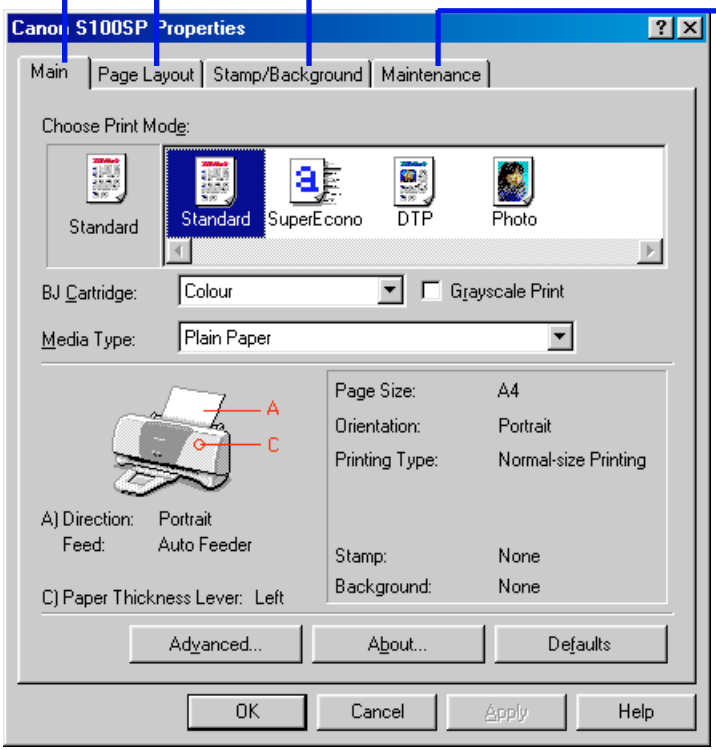


Note ➤

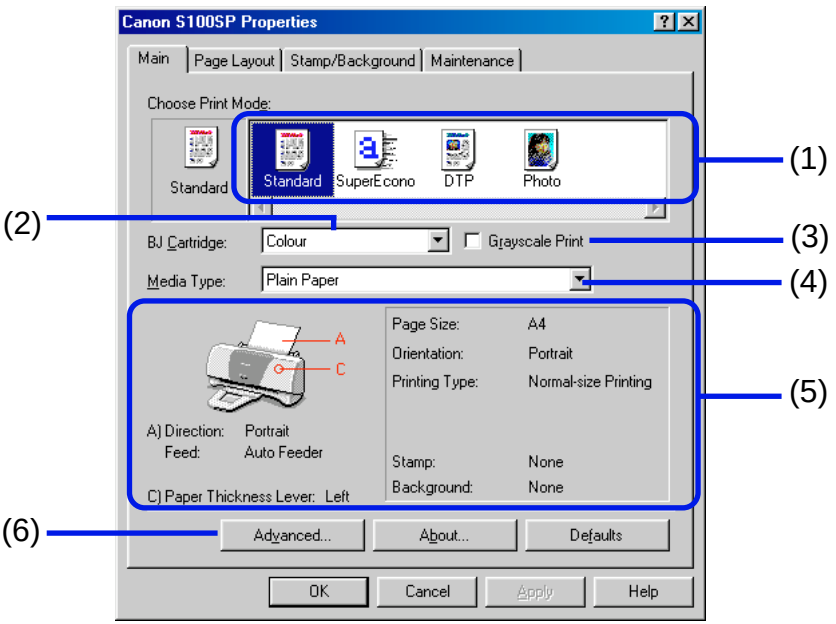
- The print quality may diminish slightly because the Super Economy Mode uses the lowest resolution setting of your BJ Series Printer.
- Do not change the [Print Quality] from [Fast].

Printer Properties Dialog Box Description

- [Main] Tab
- [Page Layout] Tab
- [Stamp/Background] Tab
- [Maintenance] Tab



[Main] Tab



(1) [Choose Print Mode]

for documents that are mainly text.

for printing a draft saving ink and time.

for documents with combinations of text, illustrations and graphics.

for photographs.

To specify more detailed settings for the print quality or colour, click the [Advanced...] button.

(2) [BJ Cartridge]
Select the type of BJ cartridge installed in the printer.

(3) [Grayscale Print]
Select to print a greyscale version of a colour document.

(4) [Media Type]
Ensure this setting matches the type of media loaded in the printer.

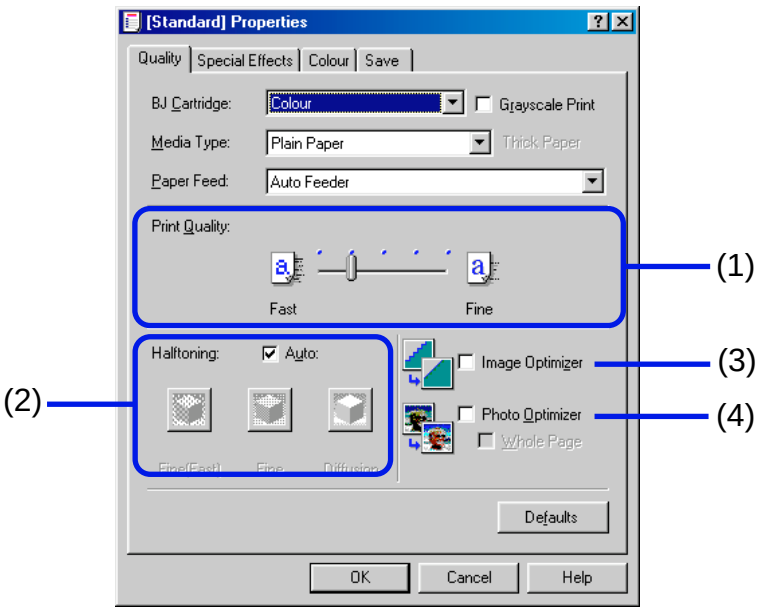
(5) Preview Area
Before printing, verify that settings such as the lever position are correct.

(6) [Advanced...]
Click to specify detailed settings for the print quality, special effects or colour.

Note ➤ To see a description of any item in the Printer Properties dialog box, click the [?] mark then click the desired item. To see a description of operating procedures, click the [Help] button.

■ [Advanced...]

- [Quality] Tab



(1) [Print Quality]
Move the slide bar to adjust the balance between print quality and speed. Moving the bar to the right enhances print quality, and moving to the left increases printing speed.

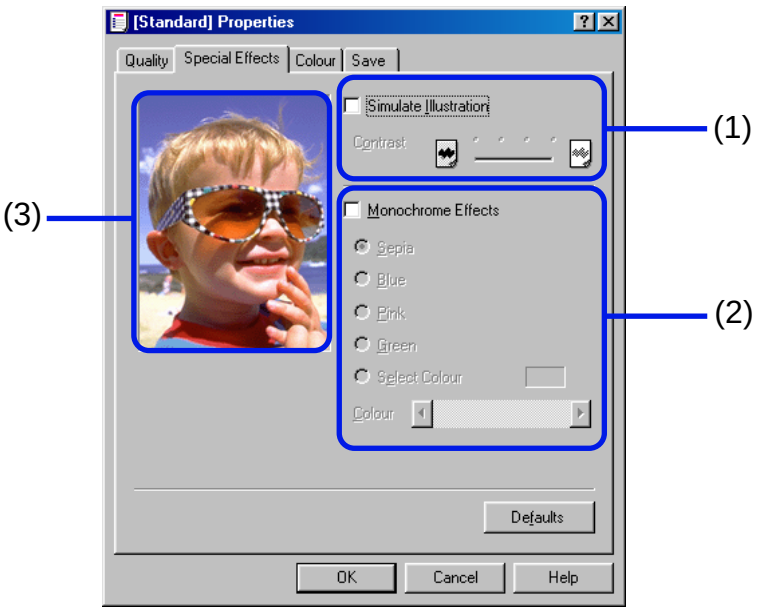
(2) [Halftoning]
Usually set at [Auto].

(3) [Image Optimizer]
Improves the contours and smoothes jaggedness that occur when photographic or graphic image data is enlarged within an application.

(4) [Photo Optimizer]
Optimises the colour of images taken from a digital camera or scanner. It is especially effective for images affected by colour imbalance and over- or under exposure. When printing several images on one page, optimisation is usually applied to each image according to its requirements. However, if the image data has been manipulated using cut and paste, rotation or other such operations, group optimisation of all images on the one page is recommended. In such cases, select the [Whole Page] check box.

■ [Advanced...]

- [Special Effects] Tab



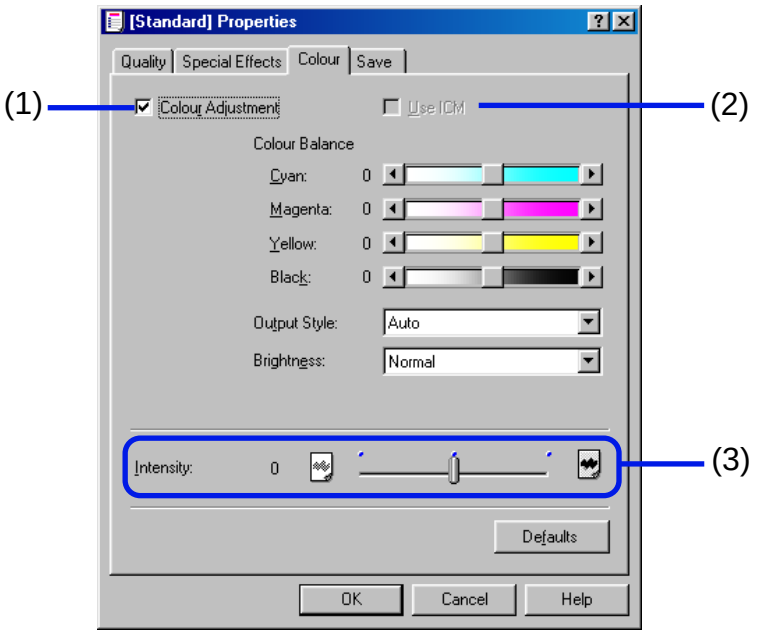
(1) [Simulate Illustration]
This function manipulates colour image data with certain effects. Select the check box and adjust the brightness of the image with the [Contrast] slide bar.

(2) [Monochrome Effects]
Prints a colour image in a single colour. Select the check box and choose a colour or use a custom colour using [Select Colour]/[Select Color].

(3) Preview Area

■ [Advanced...]

- [Colour] / [Color] Tab



(1) [Colour Adjustment] / [Color Adjustment]
Select the check box to change [Colour Balance] / [Color Balance], [Output Style], and [Brightness] settings.

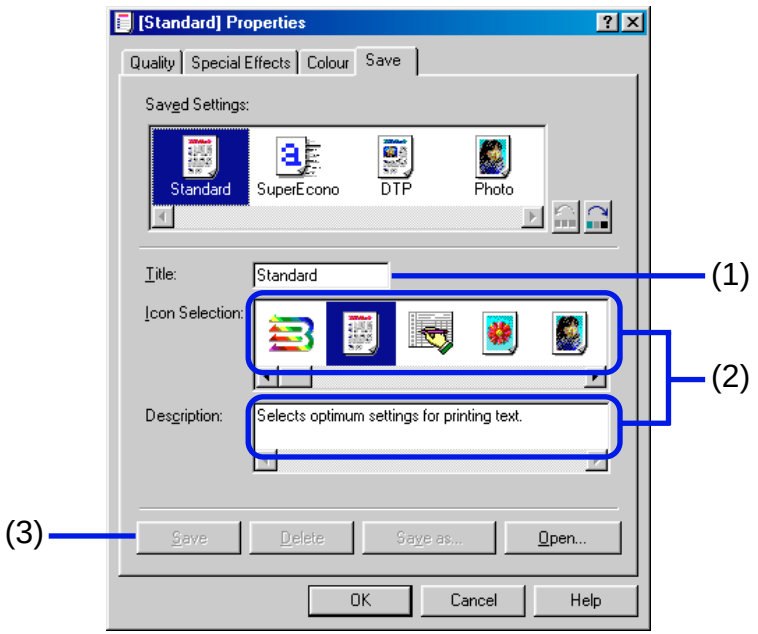
(2) [Use ICM]
Select this check box to enable colour adjustment with ICM.

(3) [Intensity]
Move the slide bar to adjust the print density. Moving the bar to the right increases the density.

■ [Advanced...]

• [Save] Tab

Save specified settings as a print mode.



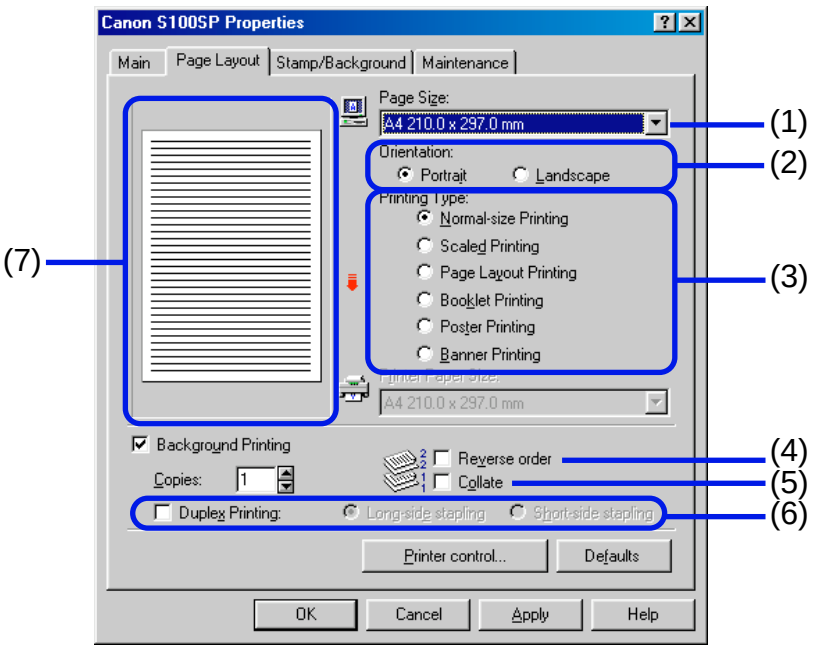
(1) Enter a title for the new print mode in the [Title].

(2) Select an icon for the new print mode from the [Icon Selection].
If required, enter the description of the print mode in the [Description].

(3) Click the [Save] button.

Note ➤ You can also delete print modes. Select an icon in the [Saved Settings], click the [Delete] button.

[Page Layout] Tab



(1) [Page Size]
Ensure the correct paper size is selected.

(2) [Orientation]
Select landscape or portrait and ensure it is the same orientation used in the application.

(3) [Printing Type]
Select the printing method from among the following.

[Normal-size Printing]	The document is printed according to the original dimensions. This setting is usually selected by default.
[Scaled Printing]	The document is resized when printed. When this is selected, you can specify the [Printer Paper Size] and [Scaling].
[Page Layout Printing]	Pages are reduced and printed so that two or four document pages fit on each printed page.
[Booklet Printing]	This prints on both sides of the paper so that pages are in order when stapled in the middle. You can execute this only when selected [Plain Paper] as a [Media Type].
[Poster Printing]	This enlarges and splits the print image across several sheets of paper. The printed sheets can then be assembled to make a large poster.
[Banner Printing]	Select this when printing on banner paper.

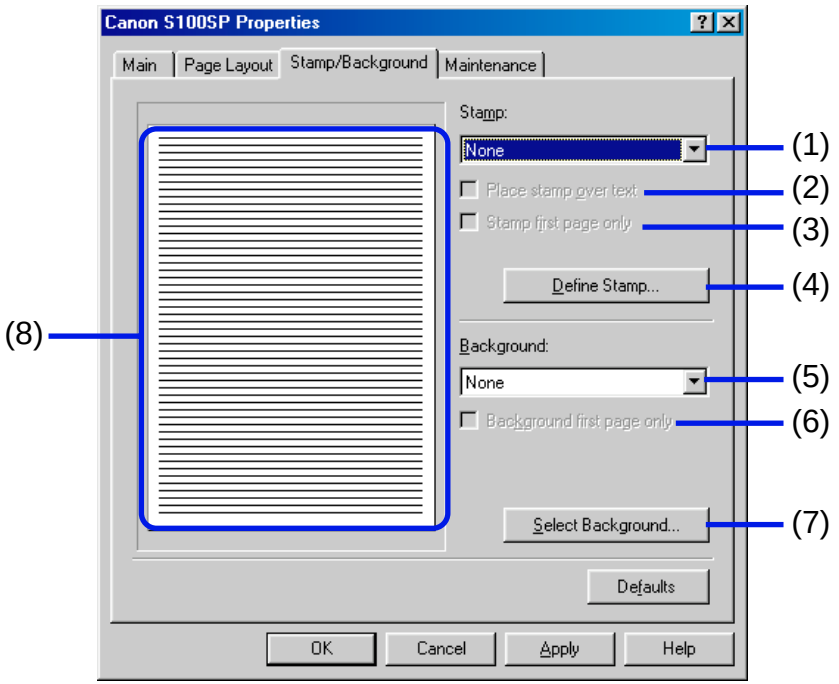
(4) [Reverse order]
Prints the document starting with the last page.
If greyed out, select [Background Printing] check box.

(5) [Collate]
Prints multiple copies of the document one copy at a time.
If greyed out, select [Background Printing] check box.

(6) [Duplex Printing]
Select to print on both sides of the paper.
You can execute this only when selected [Plain Paper] as a [Media Type]. If greyed out, select [Background Printing] check box. You can also select the stapling position. When [Booklet Printing], [Poster Printing], or [Banner Printing] are selected, this is disabled.

(7) Preview Area
Verify the overall layout, stamps, background, etc., to be applied to the print job.

[Stamp/Background] Tab



(1) [Stamp]
Choose the stamp.

(2) [Place stamp over text]
When selected, the stamp is printed over the print data.

(3) [Stamp first page only]
Prints the stamp only on the first page.

(4) [Define Stamp...]
This allows you to create new stamps, or modify details of a selected stamp.

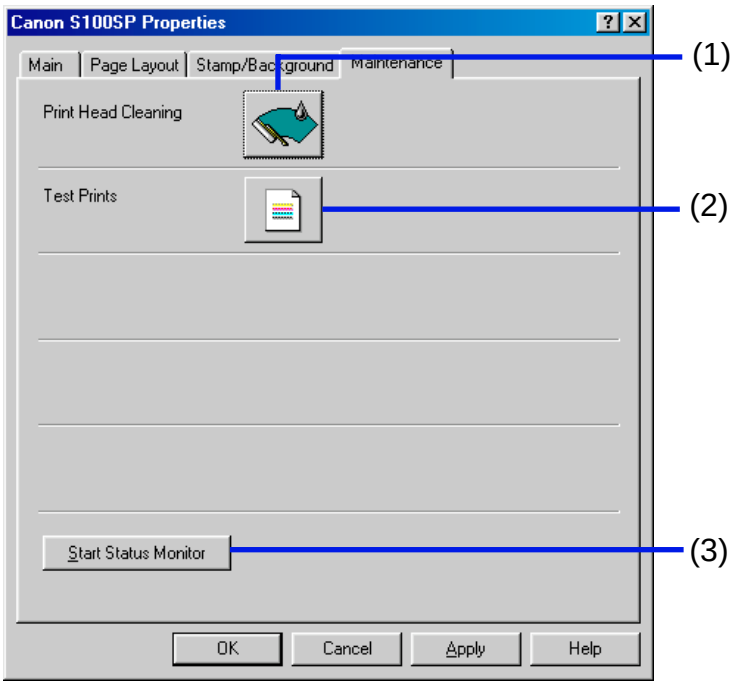
(5) [Background]
Choose the background image you wish to use.

(6) [Background first page only]
Prints the background image only on the first page.

(7) [Select Background...]
This allows you to register a new background, or to display details of the background you have selected.

(8) Preview Area

[Maintenance] Tab



(1) Click to start print head cleaning. For more details, refer to "Print Head Cleaning".

(2) Click to print a nozzle check pattern to ensure that ink is being discharged properly. For more details, refer to "Printing the Nozzle Check Pattern".

(3) [Start Status Monitor]
Checks the printer status and the progress of printing jobs.

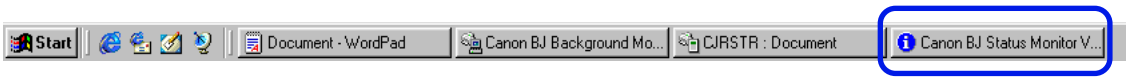
BJ Status Monitor Functions

The BJ Status Monitor checks the status of the printer.
If an error occurs, the status monitor indicates the nature of the error and suggests an appropriate solution.

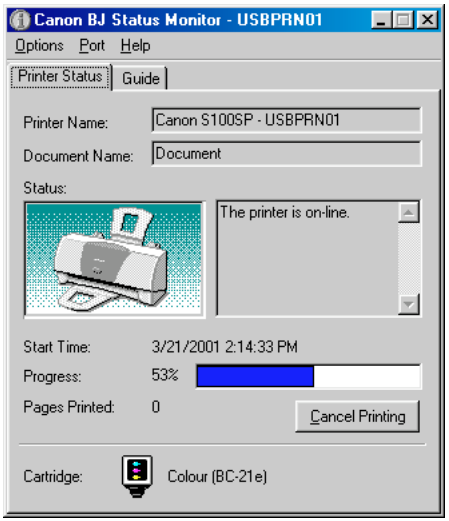
■ Launching the BJ Status Monitor

The BJ Status Monitor launches automatically when data is sent to the printer. When launched, the BJ Status Monitor appears as an icon on the Task Bar.

1 Click the [Canon BJ Printer Status Monitor] icon on the Task Bar.



The BJ Status Monitor appears.

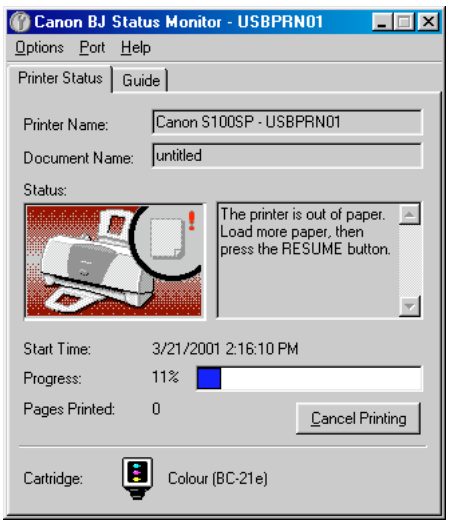


Note ➤ To open the BJ Status Monitor when the printer is not printing, click the [Maintenance] tab in the Printer Properties dialog box and click the [Start Status Monitor] button.

When errors occur

The BJ Status Monitor is automatically displayed when an error occurs, e.g. if the printer runs out of paper.
In such cases, take the appropriate action as described in the [Printer Status] tab.
Click the [Guide] tab and follow the instructions on screen.

When paper has run out:



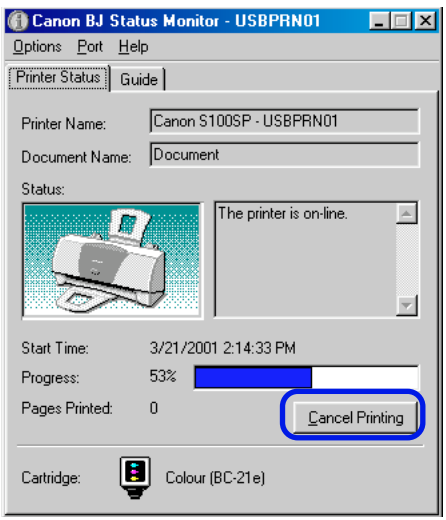
Note ➤ For details on the BJ Status Monitor, select the [Help] menu and click on the topic of interest.

Cancelling a Print Job

To cancel the current print job, first open the BJ Status Monitor.

1 Click the [Canon BJ Printer Status Monitor] icon on the Task Bar.

2 Click [Cancel Printing].



Note ➤ If [Cancel Printing] is greyed out, press the printer's RESUME/CANCEL button to terminate the print job.

Uninstalling Printer Drivers

Use the Uninstaller to delete any unwanted printer drivers and any associated files at the same time.

1. Click the [Start] button and select [Programs], [BJ Printer], [Uninstall].
2. Click [Yes] when the confirmation message appears.
3. When all the files have been deleted, click [OK].

   The deletion of the printer driver is complete.

If a message prompts you to restart your computer, click [OK] to restart your computer.

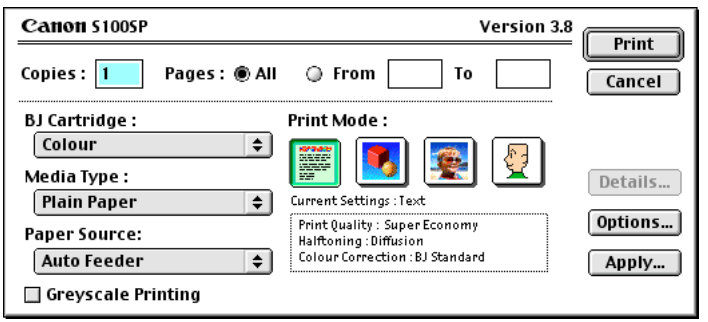
Note ➤ You can also start the Uninstaller by double-clicking on [Uninstall] in the [BJ Printer] folder on the desktop.

Printer Driver Functions (Macintosh)

- Super Economy Print Mode
- Description of Print Settings
- BJ Print Monitor
- Cancelling a Print Job
- Using the Printer with a Network
- Uninstalling Printer Drivers

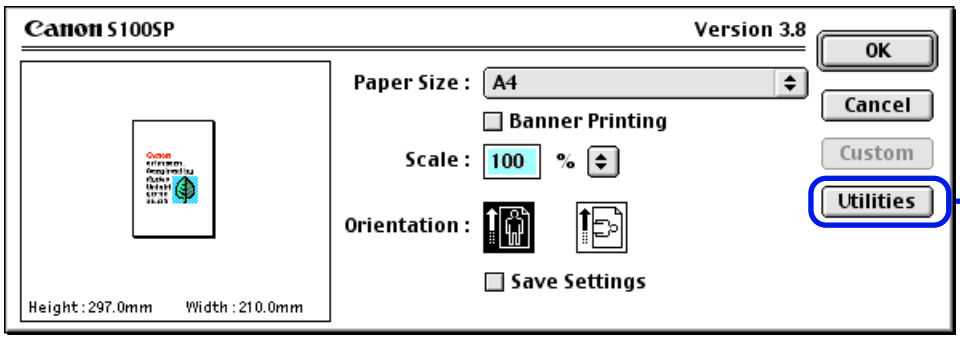
Super Economy Print Mode

Selecting (Text) as the print mode automatically sets the print quality at [Super Economy]. This mode is designed to minimise printing cost, and is recommended for draft printing, but also significantly diminishes print quality. If you want to improve the quality, select the (Manual) print mode to change the print quality into [Normal (Fast)].



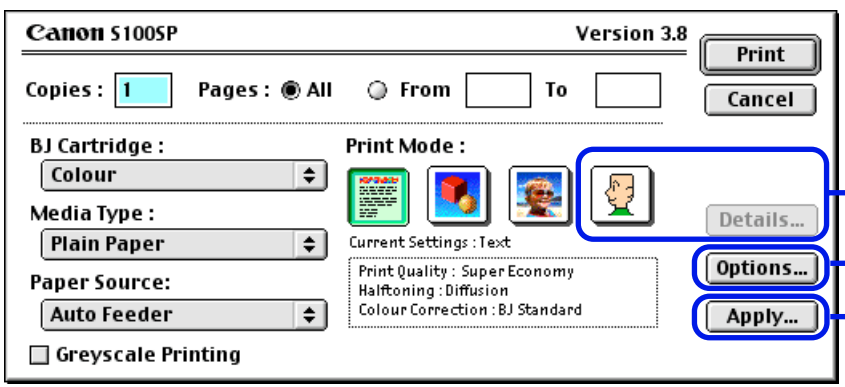
Description of Print Settings

- [Page Setup] Dialog Box



- [Printer Utility] Dialog Box

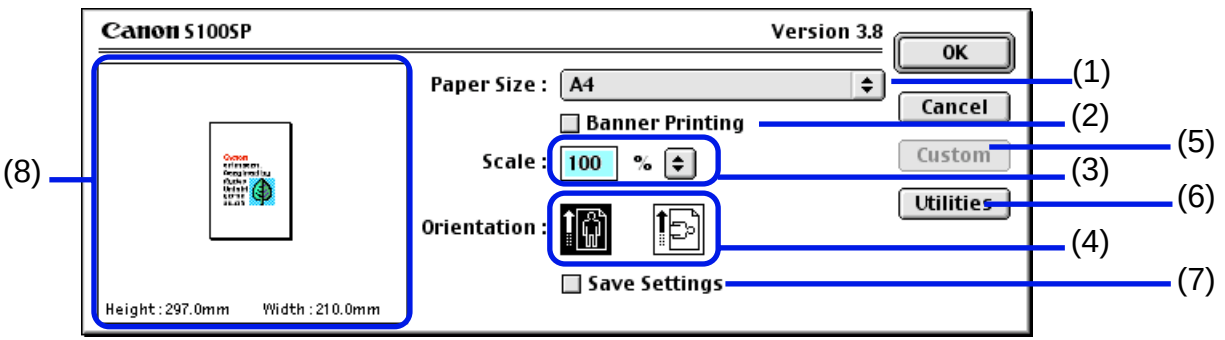
- [Print] Dialog Box



- [Detailed Setting] Dialog Box
- [Options] Dialog Box
- [Register Settings] Dialog Box

[Page Setup] Dialog Box

The Page Setup dialog box contains settings for the printed page, such as the size of the print media, and resizing the printed image. To open the Page Setup dialog box, select [Page Setup] from the [File] menu in your application program.



(1) [Paper Size]
Select the size of the paper for the print job. To enter the size manually, select [Custom 1] - [Custom 3] and click [Custom].

(2) [Banner Printing]
Select this check box when printing on banner paper.

(3) [Scale]
Specify the scaling percentage to resize the document for printing.

(4) [Orientation]
Select landscape or portrait printing.

(5) [Custom]
To specify a custom paper size, click this button to open the [Custom] dialog box after selecting [Custom 1] to [Custom 3] in the [Paper Size] popup menu. The [Custom] dialog box allows you to specify the length and width of the paper.

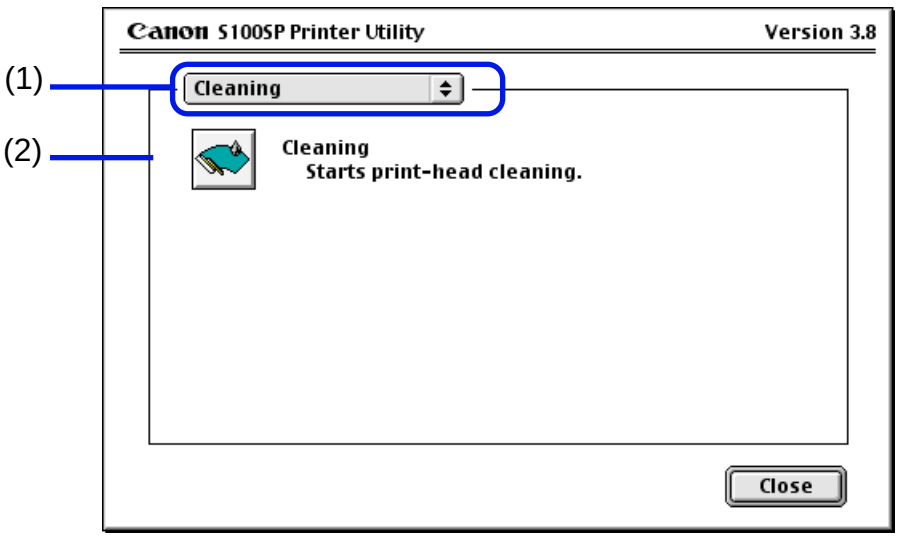
(6) [Utilities]
Click to open the [Printer Utility] dialog box for maintenance operations such as print head cleaning and nozzle check pattern printing, as well as for changing the print mode.

(7) [Save Settings]
Saves the settings specified in the [Page Setup] dialog box.

(8) Preview Area
This image allows you to confirm how the document will print with the selected paper settings.

[Printer Utility] Dialog Box

The [Printer Utility] dialog box is displayed when you click the [Utilities] button in the [Page Setup] dialog box.



(1) Select the function you wish to perform.

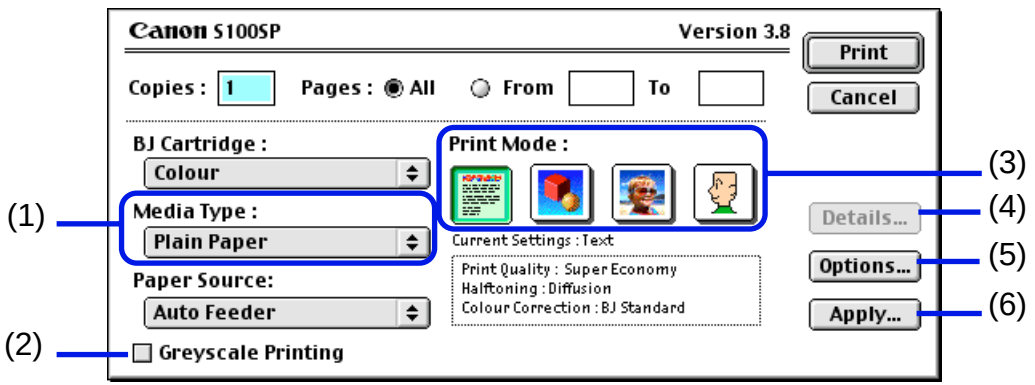
(2) Display area showing the various maintenance functions, including cleaning and test pattern printing. Click the icon to start this function. For further details, refer to "Routine Maintenance".

➡ Printing the Nozzle Check Pattern

➡ Print Head Cleaning

[Print] Dialog Box

The [Print] dialog box specifies the media type and print settings to be used for your print job. To open the [Print] dialog box, select [Print] from the [File] menu in your application program.



(1) [Media Type]
Ensure this setting matches the type of paper media loaded in the printer.

(2) [Greyscale Printing] / [Grayscale Printing]
Select to print a greyscale version of a colour document.

(3) [Print Mode]
Select the icon that most closely resembles your document and required print results.

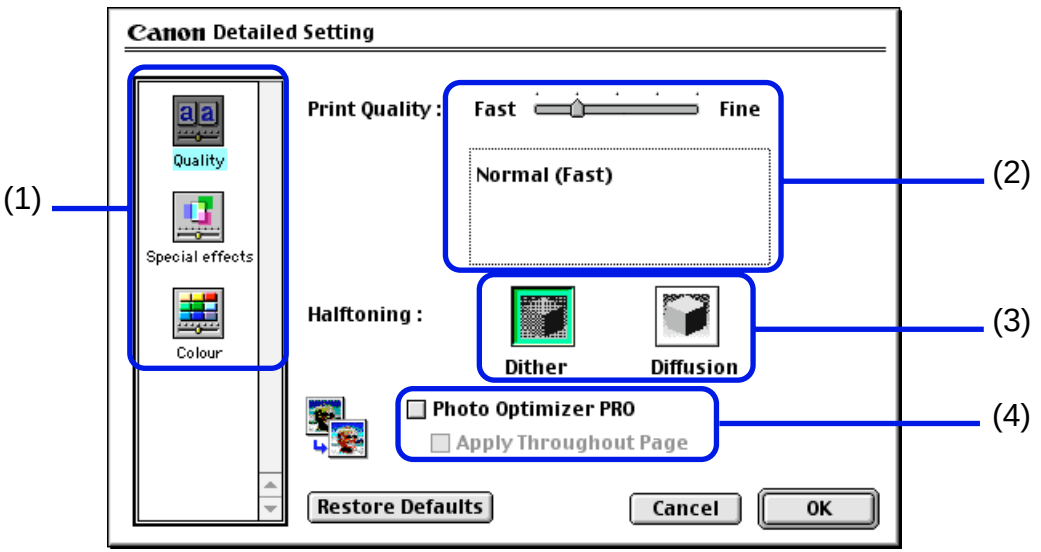
(4) [Details...]
Allows you to manually set the print quality and colour settings in the [Detailed Setting] Dialog Box.

(5) [Options...]
Specify the output destination, print order and page layout for the document you are printing.

(6) [Apply...]
Allows you to register print settings or to implement a previously registered print setting.

[Detailed Setting] Dialog Box

To open the [Detailed Setting] dialog box, select [Manual] in the [Print] dialog box and then click [Details...].



■ [Quality] Panel

(1) Panel display icons
Click these icons to switch between panels in the [Detailed Setting] dialog box.

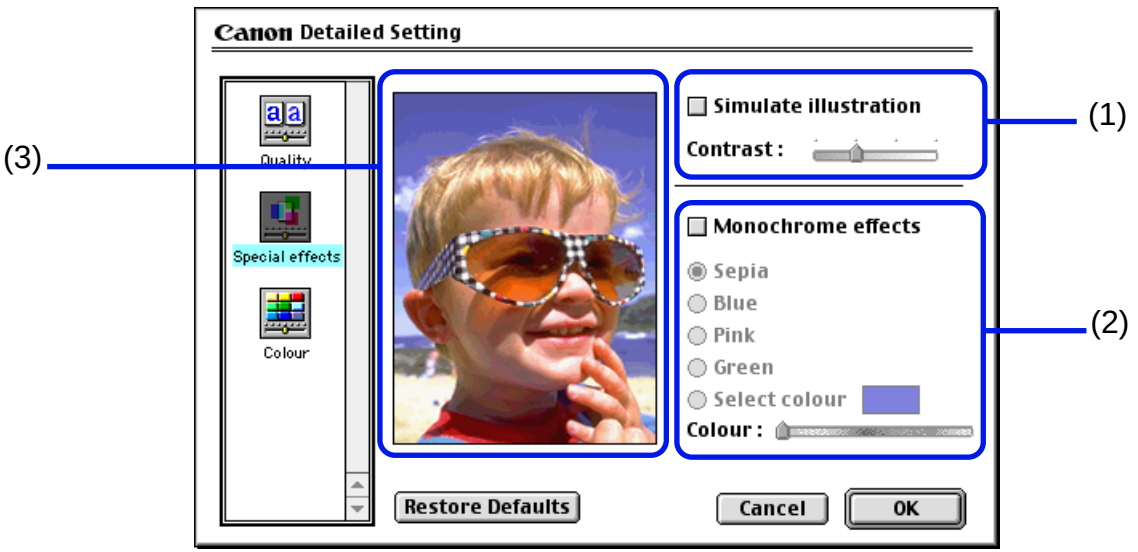
(2) [Print Quality]
Move the slide bar to adjust the balance between print quality and speed. Moving the bar to the right enhances print quality, and moving it to the left increases printing speed.

(3) [Halftoning]
Select either [Dither] or [Diffusion] ink dot configurations.

(4) [Photo Optimizer PRO]
Optimises the colour of images taken from a digital camera or scanner. It is especially effective for images affected by colour imbalance and over- or under exposure. When printing several images on one printing page, optimisation is usually applied to each image according to its requirements. However, if the image data has been manipulated using cut and paste, rotation or other such operations, group optimisation of all images on the page is recommended. In such cases, select the [Apply Throughout Page] check box.

[Special Effects] Panel

To display the [Special Effects] panel, click the [Special effects] display icon.



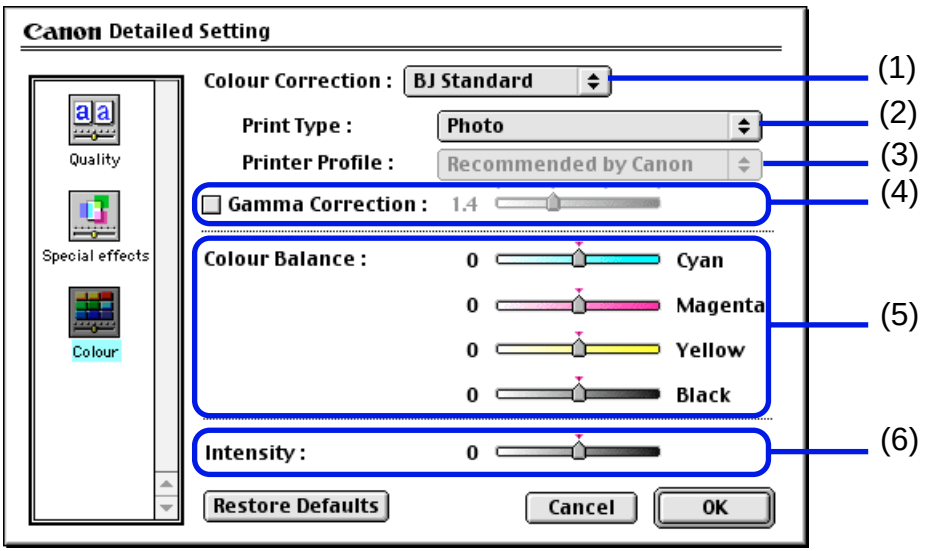
(1) [Simulate illustration]
This function manipulates colour image data with certain effects. Select the check box and adjust the brightness of the image with the [Contrast] slide bar.

(2) [Monochrome effects]
Prints a colour image in a single colour. Select the check box and choose a colour or use a custom colour using [Select colour] / [Select color].

(3) Preview Area

■ [Colour] / [Color] Panel

To display the [Colour] / [Color] panel, click the [Colour] / [Color] display icon.



(1) [Colour Correction] / [Color Correction]
Select a colour correction method: [BJ Standard], [ColorSync] or [None]. [BJ Standard] is usually the optimum colour correction method for printing with a BJ printer. When [ColorSync] is selected, you should also specify the [Print Type] and [Printer Profile] settings.

(2) [Print Type]
For printing that emphasises intermediate colours, select [Photo]. For printing that emphasises the brightness of primary colours, select [Graphics]. For documents that contain large amounts of a basic colour, select [Spot Colour] / [Spot Color].

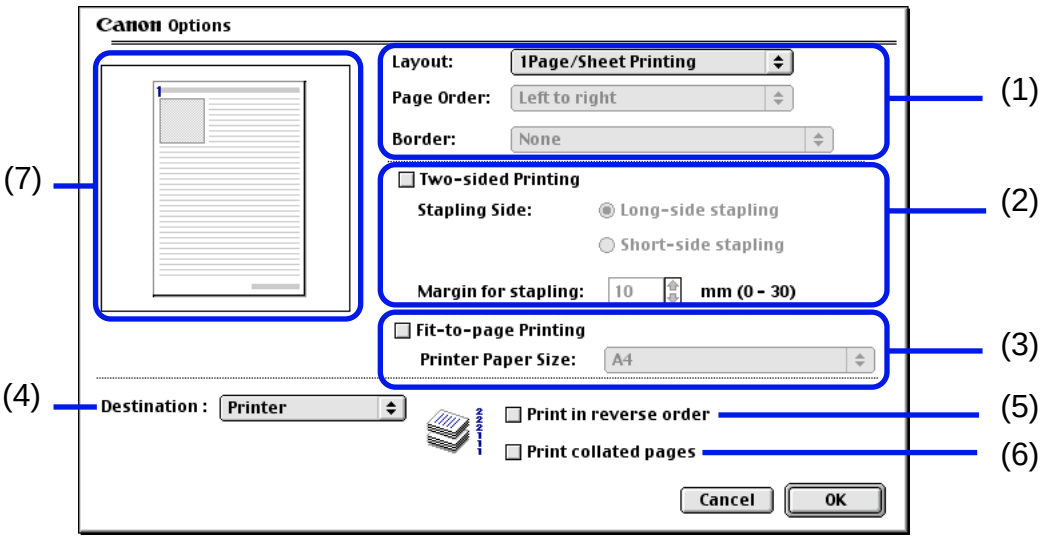
(3) [Printer Profile]
Select optimised colour characteristics (a profile) for the media type and other factors.

(4) [Gamma Correction]
This function adjusts the colour contrast (not including pure black and white). To adjust the contrast, select the check box and move the slide bar. Moving the bar to the right darkens the entire image while increasing contrast in the lighter areas and decreasing contrast in the darker areas.

(5) [Colour Balance] / [Color Balance]
Move the bar for each colour to adjust the balance of colour intensity. Moving the bar to the right intensifies the colour.

(6) [Intensity]
Move the slide bar to adjust the print density. Moving the bar to the right increases the density.

[Options] Dialog Box



(1) [Layout]
Use this function to print more than one page on a single sheet of paper. Typically, this setting is set to display [1Page/Sheet Printing]. If another option is selected, [Page Order] and [Border] can be specified.

[2Page/Sheet Printing]/[4Page/Sheet Printing]
Pages are reduced and printed so that two or four pages fit on each printed page. You can also select page order and whether to place a border around each page.

[Poster (Divided into 4) / (Divided into 9) / (Divided into 16)]
These enlarge and split the print image across several sheets of paper. The printer sheets can then be assembled to make a large poster. You can also select [Cut/Paste lines] and [Cut/Paste string]. To print only the certain pages, click the specific pages on the preview area.

[Booklet (Left Stapling) / (Right Stapling)]
These print on both sides of the paper so that pages in order when stapled in the middle. Use plain paper to execute this printing method. You can also select whether to place a border around each page.

(2) [Two-sided Printing]
Select to print on both sides of the paper. You can execute this only when [Plain Paper] as a [Media Type]. You can also select the stapling side.

(3) [Fit-to-page Printing]
Executes the scaled printing automatically. When selected, you can specify the [Printer Paper Size]. Fits the document paper size set in the application to the paper size loaded in the printer.

(4) [Destination]
Select the print output destination. [Printer] is the usual selection.
To check the layout or other image elements before printing, select [Preview]. To save the document as a PICT file, select [PICT File].

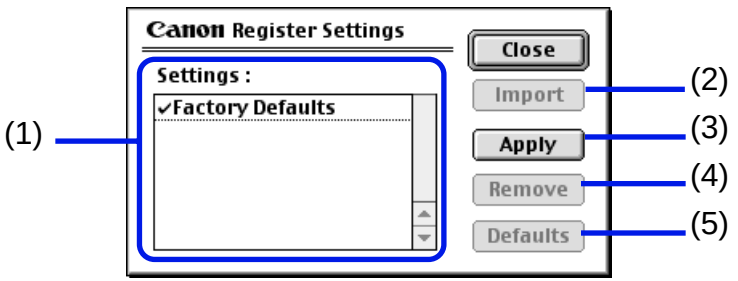
(5) [Print in reverse order]
Prints the document starting with the last page.

(6) [Print collated pages]
Prints multiple copies of the document one copy at a time.

(7) Preview Area

[Register Settings] Dialog Box

To open the [Register Settings] dialog box, click the [Apply...] button in the [Print] dialog box.



(1) [Settings]
Displays a list of the registered print settings.

(2) [Import]
Imports a set of print settings. To use the settings, select the desired settings in the [Settings] list and click the [Import] button.

(3) [Apply]
Saves the settings currently specified in the [Print] dialog box. After clicking the button, enter the name under which the settings are to be saved.

(4) [Remove]
Deletes unwanted print settings. To delete unwanted settings, select the settings in [Settings] and click the [Remove] button.

(5) [Defaults]
Restores the print settings selected in [Settings] to defaults. A check mark appears next to the selected print settings.

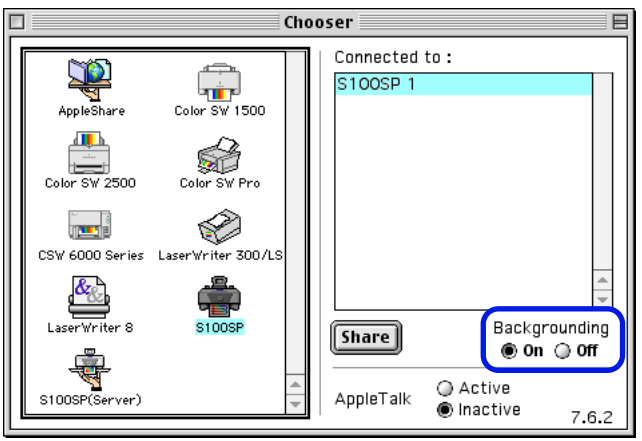
BJ Print Monitor

The BJ Print Monitor allows you to check the progress of print jobs.
You can launch the BJ Print Monitor if background printing is enabled in the [Chooser] utility.

■ Opening the BJ Print Monitor

1 Select [Chooser] from the Apple Menu.

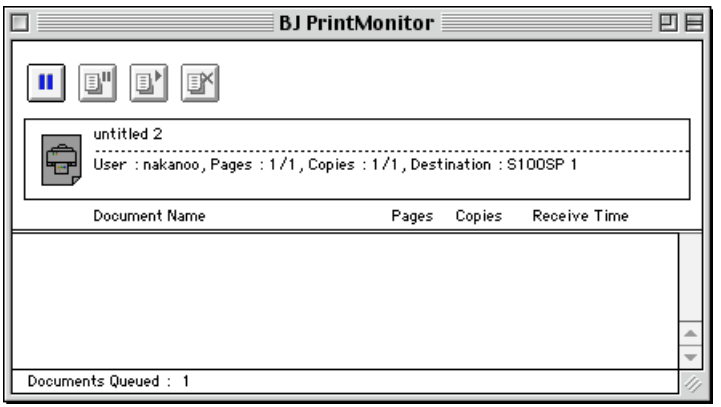
2 Set [Backgrounding] to [On].



3 After starting a print job, select [BJ Print Monitor] in the Application Menu.

The BJ Print Monitor launches.

BJ Print Monitor Functions



... Click to pause printing of the specified document.

... Click to resume printing.

... Click to cancel printing of the specified document.

Displays information about the document currently being printed.
The icon on the left becomes darker as the printing progresses.

Displays information about the documents queued for printing.

The BJ Print Monitor allows you to change the print order of documents queued for printing. To change the print order, place the mouse pointer over the name of the document, hold the mouse button down while dragging the document name to the new position, then release. Note, however, that you cannot change the print order of a document already printing.

Cancelling a Print Job

When the BJ Print Monitor is running, you can use it to cancel or suspend the currently printing job.

1. Select [BJ Print Monitor] in the Application Menu.

2. Click the name of the print job you wish to cancel, then click .

   The document selected in the Print Monitor is deleted from the print list and the print job is cancelled.

Note ➤ To suspend printing, click the name of the document being printed then click . To resume printing, click .

Using the Printer with a Network

The printer can be used in an Ethernet network environment.
Follow the steps described below to connect the printer to the network.
Install the printer driver on each network computer that will use the printer.
For information on installation, refer to the *Quick Start Guide*.

Printer Setup

To use the printer on a network, first set up the print server, then set up each client machine.

- Print server setup procedure

1. Select [Chooser] in the Apple Menu.
2. Select [Active] in [AppleTalk].
3. Select the [S100SP] icon, then select the printer name in [Connected to:].

4 Click [Share].

5 Confirm that [S100SP server] is selected in [Enter new print server name:] then click [Send].

6 Confirm that the new print server name has been added to [Current print servers] then click [Close].

7 Click the close box to close the Chooser.

- Client setup procedure

1 Select [Chooser] in the Apple Menu.

2 Select [Active] in [AppleTalk].

3 Select the [S100SP (Server)] icon, then select the printer server in [Connected to:].

4 Click the close box to close the Chooser.

Checking Print Status

- Checking print status from the print server
  To check the status of a print job from the print server, start the BJ Print Monitor.
  Select [BJ Print Monitor] in the Application Menu.
  To close the BJ Print Monitor, select [Close Status Window] in the [File] menu.

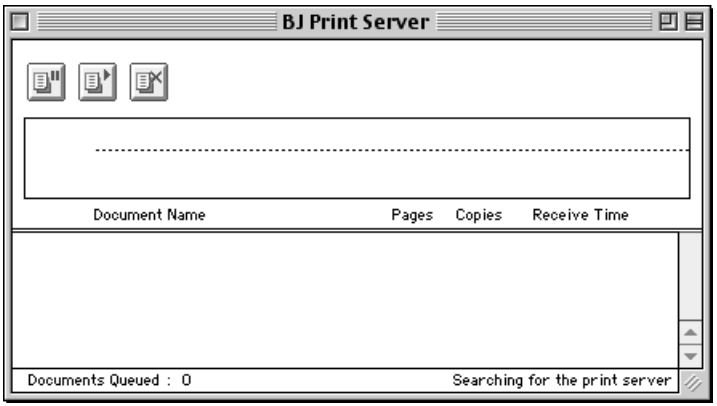
- Checking print status from a client
  To check the status of a print job from a client, start the BJ Status Monitor. Click the [BJ Status Monitor] icon in the [BJ Extras] folder.
  To close the BJ Status Monitor, select [Quit] in the [File] menu.

- The BJ Print Monitor and BJ Status Monitor
  The BJ Print Monitor and the BJ Status Monitor both display a list of information concerning documents queued for printing. This information includes the document name, number of pages, number of copies and the time when the print job was accepted. The total number of queued documents is also displayed.
  The BJ Print Monitor allows you to change the print order of the queued documents.

➡ BJ Print Monitor Functions

➡ BJ Status Monitor Functions

BJ Status Monitor Functions



.... Click to pause printing of the specified document.

.... Click to resume printing.

.... Click to cancel printing of the specified document.

Note ➤

- You can determine the owner of a computer by selecting the [File Sharing] control panel and checking the [Owner Name] item.
- If you are using two or more printer servers, you can switch between the BJ Status Monitor displays. Select [Print Server] in the [File] menu, then select the desired print server and click [OK].

Uninstalling Printer Drivers

When a printer driver is no longer needed, use the Installer to delete, all the program files associated with it at the same time.

Before proceeding, ensure you save any unsaved files in any currently running applications.

1. Load the *Setup Software & User's Guide CD-ROM*.
2. Double-click the [Printer Driver] folder.
3. Double-click the [Installer] icon.
4. When the Software License Agreement is displayed, click [Accept].
5. Select [Uninstall] from the popup menu and then click [Uninstall].

Note ➤ If a warning message appears indicating that other applications are running:
- Click [Cancel] and save the document(s) if there are any unsaved documents open in the other applications.
- Click [Continue] to continue the uninstall operation.

6. After the uninstall is complete, a message appears prompting you to restart your computer. Click [Restart].

Routine Maintenance

- When to Replace the Cartridge and Maintain Print Head
- Replacing the Ink Cartridge
- Replacing the BJ Cartridge
- Printing the Nozzle Check Pattern
- Print Head Cleaning
- Cleaning the Printer
- Transporting the Printer

When to Replace the Cartridge and Maintain Print Head

When printing becomes faint or colours are incorrect, clean the print head. If the problems persist after cleaning, you may need to replace a cartridge.

➡ Printing the Nozzle Check Pattern

⬇ If the print quality is poor

➡ Print Head Cleaning

⬇ If the problem remains

➡ Replacing the Ink Cartridge

If print head cleaning and ink cartridge replacement do not resolve the problem, the print head may be worn out. Replace the whole BJ cartridge.

➡ Replacing the BJ Cartridge

Replacing the Ink Cartridge

When the Color BJ Cartridge BC-21e runs out of ink, replace either of ink cartridges.

- Colour: BCI-21 Color
- Black: BCI-21 Black

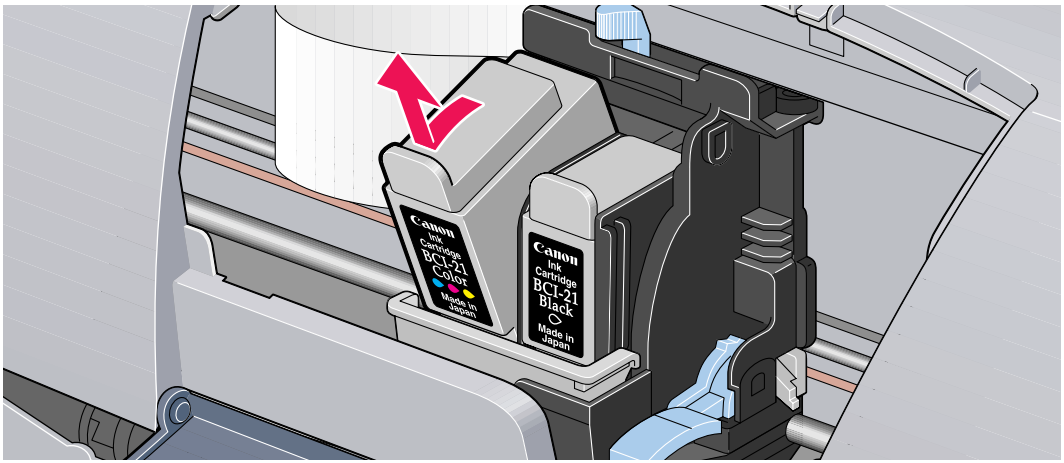
Note ➤ Damage caused by using a refilled cartridge is not covered by the Canon warranty. Canon recommends using only original Canon ink cartridges to ensure the best quality.

1 Ensure that the printer is on, and then open the front cover.

The cartridge holder moves to the centre.

2 Remove the empty ink cartridge.

Pull the tab on the ink cartridge towards you to release. Then lift it from its slot.

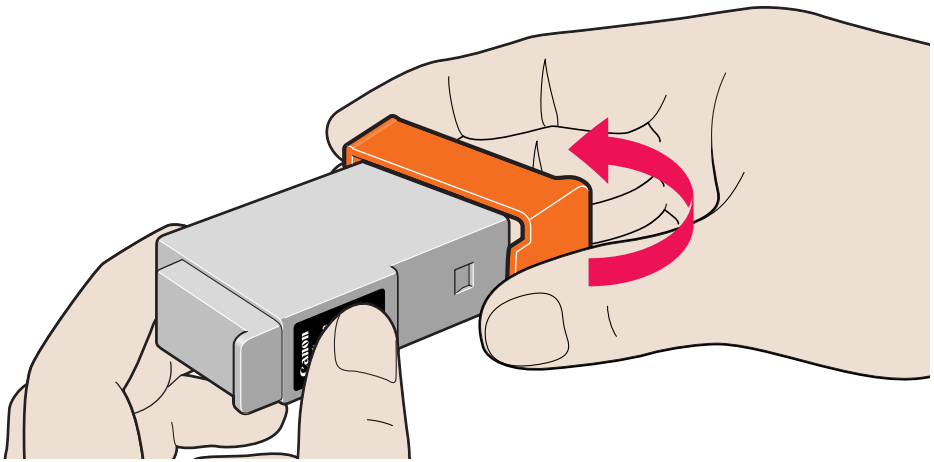


Do not touch the lock lever; remove only the ink cartridge.

Important ➤

- Handle ink cartridges carefully to avoid staining clothing or the surrounding area.
- Discard empty ink cartridges according to the local laws and regulations regarding disposal of consumables.

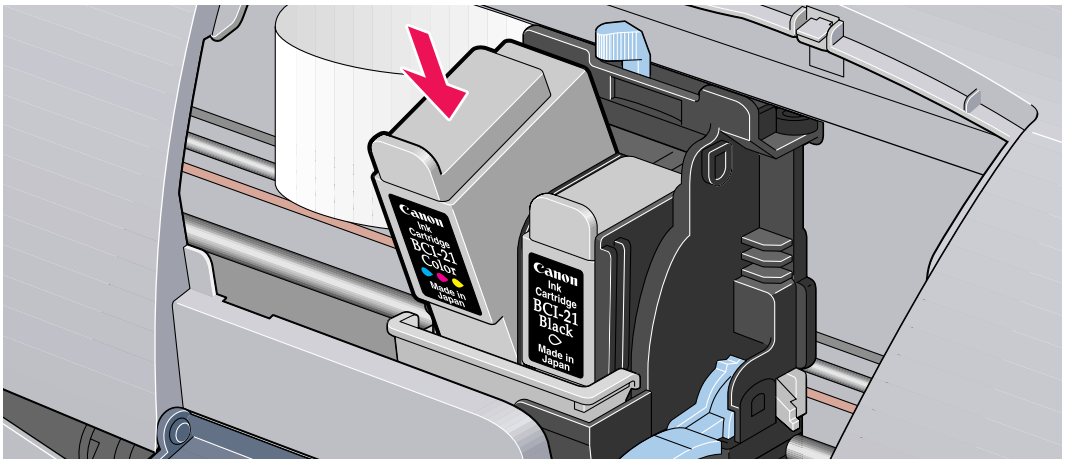
3 Unpack a new ink cartridge and remove a protective cap.



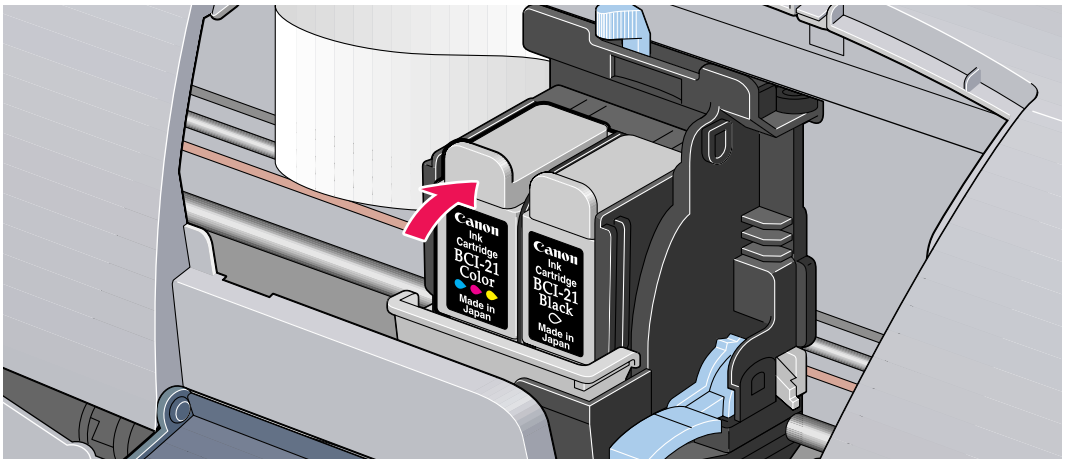
Important ➤

- Do not re-attach the protective cap once you have removed it.
- Once you have removed the protective cap, do not touch the open ink port.

4 Insert the ink cartridge into a slot.



5 Press the ink cartridge tab until it snaps firmly into place.



6 Close the front cover.

The cartridge holder moves to the right. The ink cartridge installation process is now complete.

Note ➤

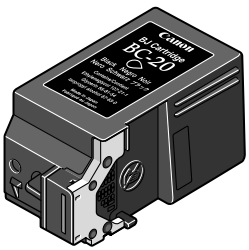
- To maintain optimal print quality, use an ink cartridge within six months of first use.
- Once an ink cartridge has been used, do not remove it from the printer and leave it out in the open. Cartridges left out in the open then reinstalled in the printer may not work correctly.

Replacing the BJ Cartridge

When print head nozzles seem to be worn out, replace the whole BJ cartridge with new one.

These two types of BJ cartridges are available.

- Color BJ Cartridge BC-21e: holds a set of ink cartridges BCI-21 color and black.
- Black BJ Cartridge BC-20: for monochrome printing.



You can change a usable BJ cartridge for the other type. Store removed one in a specific cartridge container to prevent ink from drying.

Note ➤

- You cannot use the Color BJ Cartridge BC-22e Photo and Color Image Scanner Cartridge IS-22.
- BJ Cartridge Container SB-21 is available.

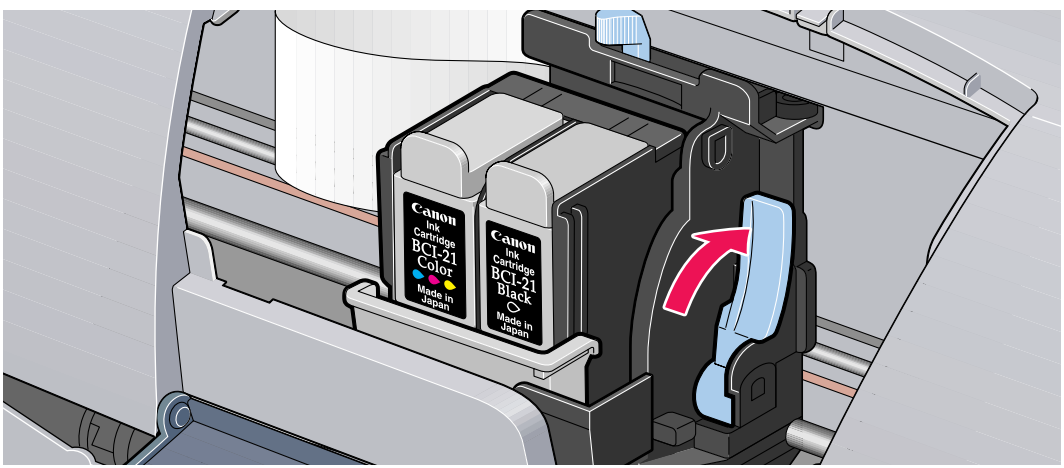
- Refilling cartridge can result in poor print quality or cause damage to the printer. Damage caused by using a refilled cartridge is not covered by the Canon warranty. Canon recommends using only BJ cartridges to ensure the best quality.

1 Ensure that the printer is on, and then open the front cover.

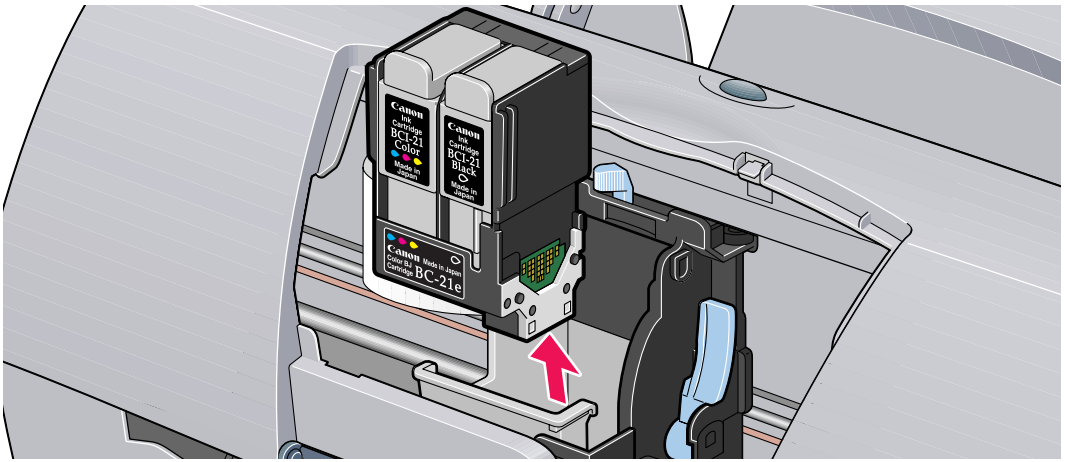
The cartridge holder moves to the centre.

2 Remove the BJ cartridge.

Raise the cartridge lock lever.



Lift the BJ cartridge from the holder.



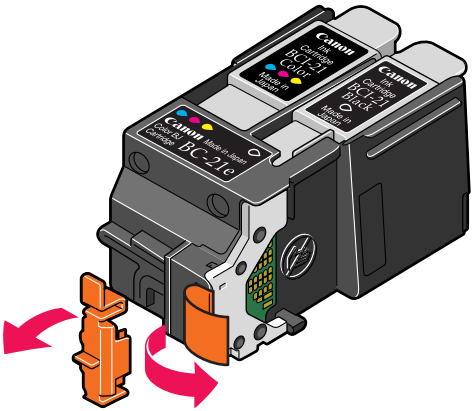
When the cartridge runs out of ink, dispose of it immediately.

If you remove a part-used cartridge, store it in a specific cartridge container.

Important ➤

- Handle ink cartridges carefully to avoid staining clothing or the surrounding area.
- Discard empty BJ cartridges according to the local laws and regulations regarding disposal of consumables.

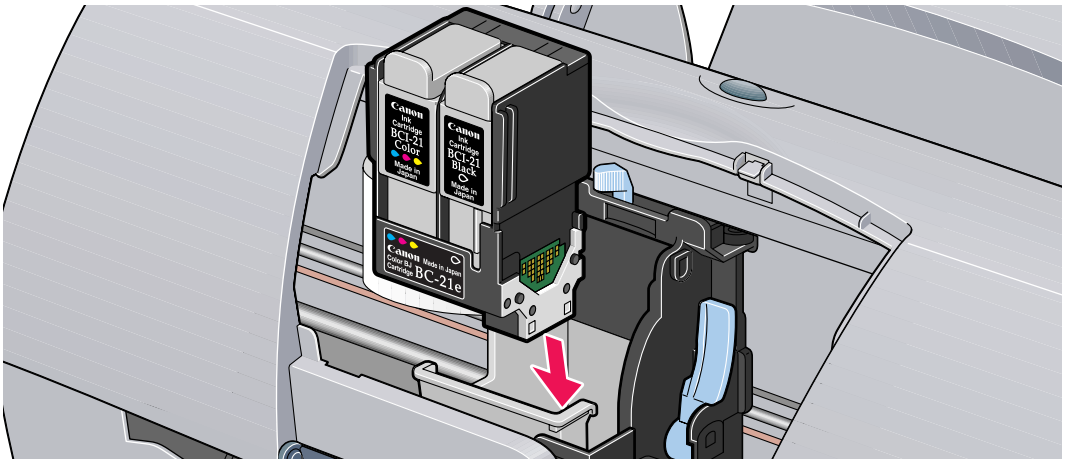
3 Unpack the new BJ cartridge and remove a protective cap and tape.



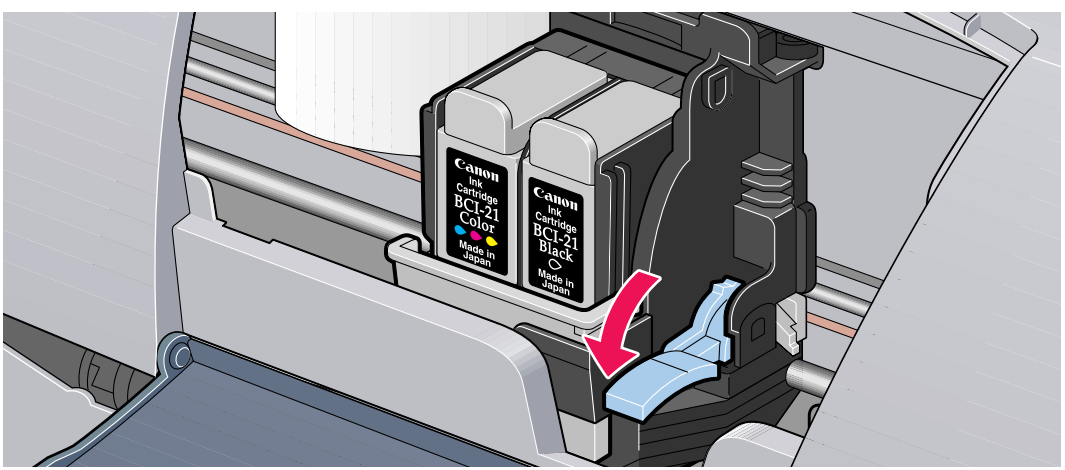
Important ➤

- Do not re-attach the protective cap once you have removed it.
- Once you have removed the protective cap and tape, do not touch the nozzles.

4 Insert the BJ cartridge in the cartridge holder.



Lower the lock lever until it locks.



5 Close the front cover.

The cartridge holder moves to the right. The BJ cartridge installation process is now complete.

Note ➤ To maintain optimal print quality, use a BJ cartridge within a year of first use.

Printing the Nozzle Check Pattern

Print the nozzle check pattern to determine whether the ink is discharged properly. Use this function when printed results are blurred or colours are incorrect.

Nozzle check pattern printing can be executed from the Windows and Macintosh printer drivers, or from the printer itself.

■ Printing the Nozzle Check Pattern from the Printer Drivers

Windows

1. Ensure the printer is on and load a sheet of A4 or Letter paper in the printer.

2. Open the Printer Properties dialog box.

   ➡ Opening the Printer Properties Dialog Box

3. Click the [Maintenance] tab and then click the nozzle check pattern icon.

4. When the confirmation message is displayed, click [OK].

   ➡ Examining the Nozzle Check Pattern

Macintosh

1. Ensure the printer is on and load a sheet of A4 or Letter paper in the printer.

2. Open the Page Setup dialog box.

   The Page Setup dialog box can normally be opened by selecting [Page Setup...] in the [File] menu.

3. Click the [Utilities] button to open the Printer Utilities dialog box.

4. Select [Test Print] from the pull-down menu, and then click the [Nozzle Check] icon.

5. When the confirmation message is displayed, click [OK].

➡ Examining the Nozzle Check Pattern

Printing the Nozzle Check Pattern through the Printer

1. Ensure the printer is on and load a sheet of A4 or Letter paper in the printer.

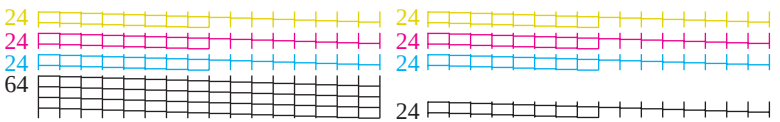
2. Press the RESUME/CANCEL button twice quickly.

➡ Examining the Nozzle Check Pattern

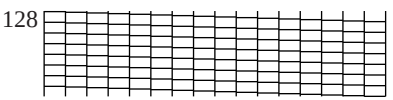
Examining the Nozzle Check Pattern

The nozzle check pattern should appear as follows when ink is discharged properly. Examine the nozzle check pattern output by the printer.

Color BJ Cartridge



Black BJ Cartridge



If the pattern is broken, missing or any of the colours is not printed, clean the print head.

Print Head Cleaning

Clean the print head if you suspect that the nozzles might be clogged.
Head cleaning can be performed either from the printer drivers or from the printer itself.

Note ➤ Cleaning the head consumes ink, so perform head cleaning only when necessary.

Do not perform any other operations during the head cleaning. This takes about 30 seconds.
After print head cleaning finishes, print the nozzle check pattern to verify that the print heads are clean.

➡ Printing the Nozzle Check Pattern

■ Cleaning the Print Head from the Printer Drivers

Windows

1 Ensure that the printer is on.

2 Open the Printer Properties dialog box.

➡ Opening the Printer Properties Dialog Box

3 Click the [Maintenance] tab and then click the print head cleaning icon.

4 When a confirmation message is displayed, click [OK].

Macintosh

1 Ensure the printer is on.

2 Open the Page Setup dialog box.

The Page Setup dialog box can normally be opened by selecting [Page Setup...] in the [File] menu.

3 Click the [Utilities] button to open the Printer Utility dialog box.

4 Select [Cleaning] from the pull-down menu, and then click the [Cleaning] icon.

5 When a confirmation message appears, click [OK].

Cleaning the Print Head from the Printer

This method resets the printer so any print data stored in the printer is lost.

1. Ensure the printer is on.
2. Hold down the RESUME/CANCEL button for longer than 2 seconds.

Cleaning the Printer

During normal printing, ink and small scraps of paper accumulate in the printer. When the accumulated debris becomes clearly visible, clean the printer by the following procedure.

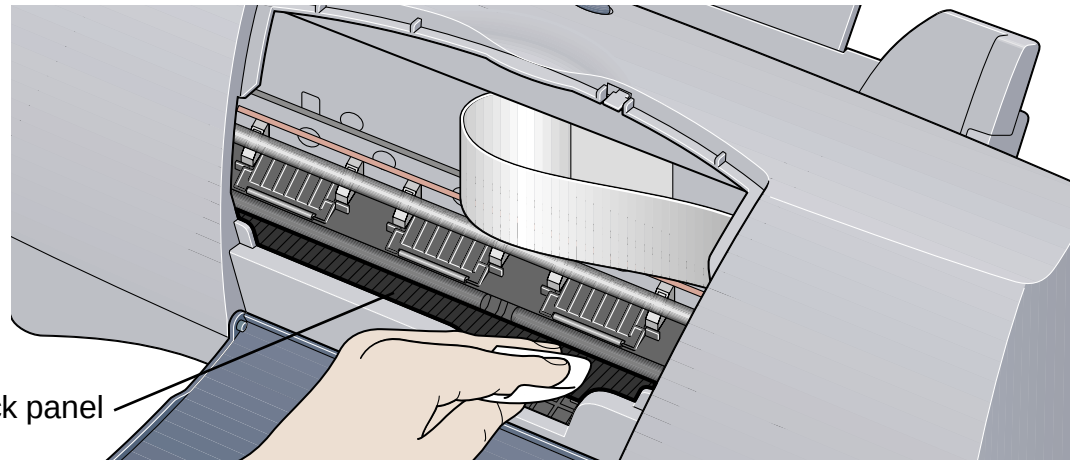
1 Unplug the printer.

Caution ➤ Always ensure you unplug the printer before cleaning the printer to avoid an electric shock.

2 Open the front cover, and wipe out the interior of the printer with a dry cloth.

Wipe away any stray drops of ink, scraps of paper, and dust. Pay special attention to cleaning the black panel that can be most easily soiled. Do not touch any of the printer's internal components, such as the cartridge holder.

Warning ➤ Do not use any flammable solvents such as paint thinner, benzene or alcohol.



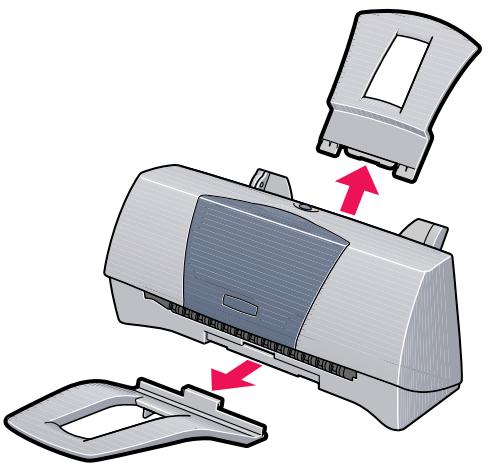
Transporting the Printer

Pack the printer carefully in its original packing materials.

If you do not have the original packing materials, wrap the printer carefully in protective material and pack in a sturdy box.

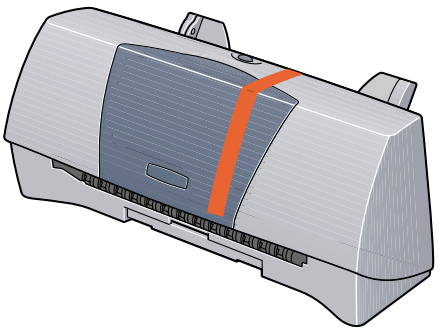
1. Unplug the printer.

2. Remove the paper rest and the paper output tray.



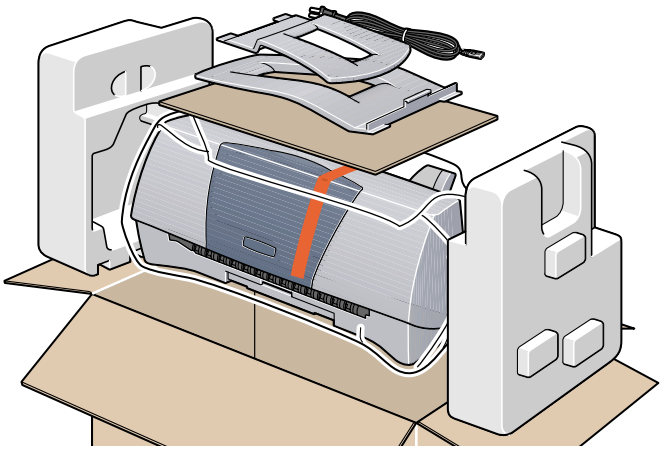
3 Disconnect the printer cable from the computer and the printer, and then disconnect the power cord from the printer.

4 Secure the printer with adhesive tape as shown, and then pack it in a plastic bag.



5 Attach protective material to both sides of the printer when packing the printer.

Clearly label the box as "Fragile", if using a transport company.



Printing Media

- Compatible Media Types
- Envelopes
- High Resolution Paper HR-101N
- Glossy Photo Paper GP-301N/GP-301
- High Gloss Film HG-101
- Glossy Photo Cards FM-101
- Transparencies CF-102
- T-Shirt Transfers TR-201
- Banner Paper

Compatible Media Types

You can use the following types of paper and other media.

■ Size

- Standard paper: From A5 size (148.0 x 210.0 mm / 5.83 x 8.27 in) to legal size (215.9 x 355.6 mm / 8.5 x 14.0 in)
- Non-standard paper: From 100.0 x 100.0 mm to 241.3 x 584.2 mm
  (From 3.9 x 3.9 in to 9.5 x 23.0 in)
- Others: Envelopes (European DL and US Com. #10)

Important ➤ Do not use the following types of paper. Using such paper will not only produce unsatisfactory results, but can also cause the printer to jam or malfunction.

- Folded, curled or wrinkled paper
- Wet paper
- Paper that is too thin (less than 64 g/m^2 / 17 lb)
- Paper that is too thick (more than 105 g/m^2 / 28 lb)
- Picture postcards
- Postcards with an adhered photo or sticker
- Envelopes with a double flap
- Sealed envelopes
- Envelopes with an embossed or treated surface
- Paper with holes (such as loose-leaf paper)

Weight

64 to 105 g/m^2 (17 to 28 lb)
Do not use paper heavier than this, as it could jam in the printer.

Types

The following types of media can be used.
For more information about the media and the printing methods, refer to the specific sections.

Plain paper: Refer to the *Quick Start Guide*.

- Envelopes
- High Resolution Paper HR-101N
- Glossy Photo Paper GP-301N/GP-301
- High Gloss Film HG-101
- Glossy Photo Cards FM-101
- Transparencies CF-102
- T-Shirt Transfers TR-201
- Banner Paper

Envelopes

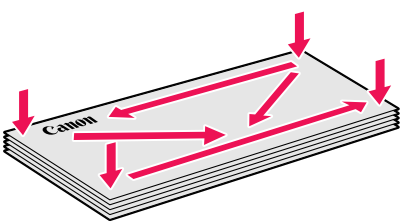
Use either European DL or US Com. #10 size envelopes.

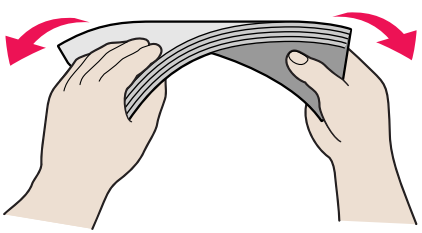
■ Preparation for Printing

1 Press down on all four corners and edges of the envelopes to flatten them as shown below.

2 If the envelopes are curled, hold the opposite corners and gently bend them in the opposite direction.

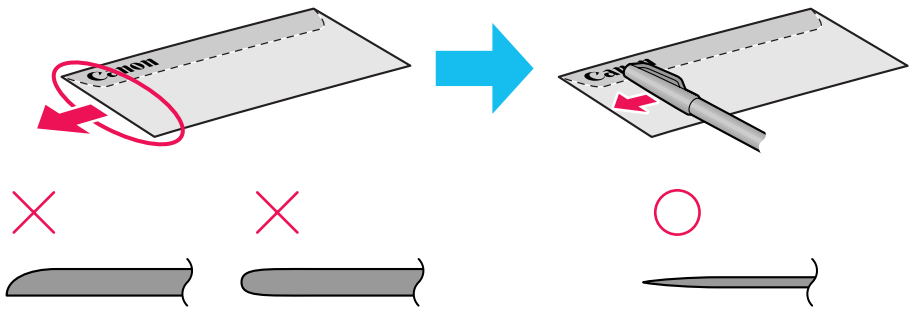
Ensure that the flap of the envelope is perfectly straight.





3 If the leading edge of an envelope is puffed up or curled, use a pen to press the envelope flat and sharpen the crease.

Press the envelope completely flat, working from the middle to the edge.



* The above illustrations show a side view of the leading edge of the envelope.

The envelopes may jam in the printer if they are not completely flat and the edges are not aligned.

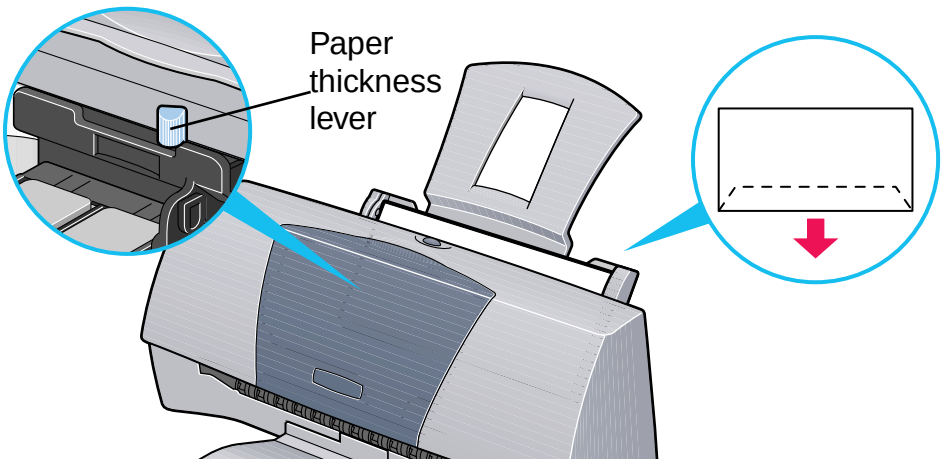
Ensure that no curl or puff exceeds 3 mm (1/8 in).

■ Unsuitable Envelopes

- Envelopes with an embossed or treated surface
- Envelopes with a double flap or pressure seals

Loading

- Place envelopes breadthways with the address side facing upwards.
- Set the paper thickness lever to the right.
- Up to 5 envelopes can be loaded at once.



Printer Driver Settings

- [Media Type]: Envelope
- [Page Size]: Select either [DL Env.] or [#10 Env.] according to the envelope size you are using
- [Orientation]: Portrait

Handling of Printed Output

Remove each envelope as it is printed.

Printable Area

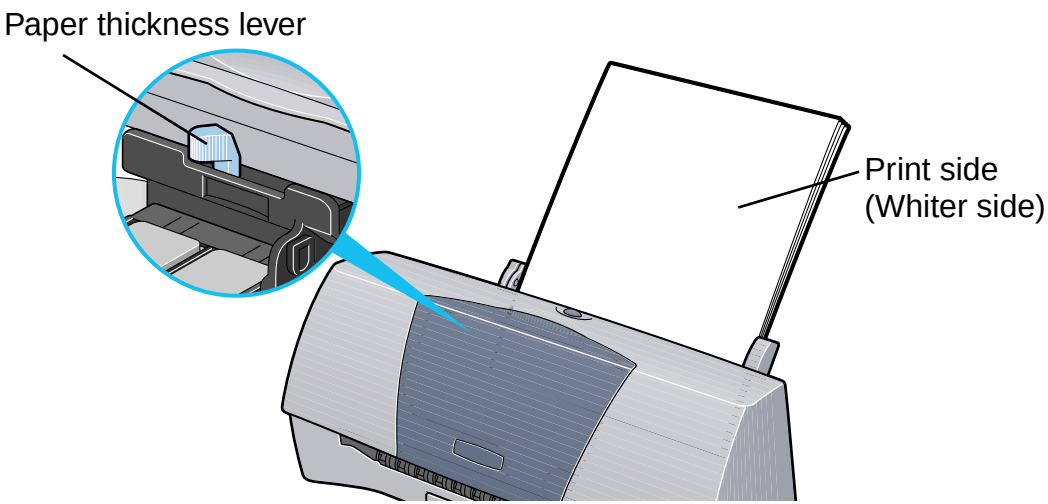
➡ Printing Area

High Resolution Paper HR-101N

This type of paper provides better colour reproduction than plain paper. It is suitable for printing business documents that feature graphics, and for photographs.

Loading

- Load the paper with the whiter side facing up.
- Set the paper thickness lever to the left.
- Do not load paper higher than the limit mark. A maximum of 40 sheets can be loaded.



Printer Driver Settings

- [Media Type]: High Resolution Paper
- [Page Size]: Ensure the setting matches the size set in the application.

Handling of Printed Output

Do not stack more than 20 sheets in the paper output tray. If the output paper is curled, it may prevent the next sheet being ejected. In this case, or if the ink takes a long time to dry, remove each sheet as soon as it is printed.

Printable Area

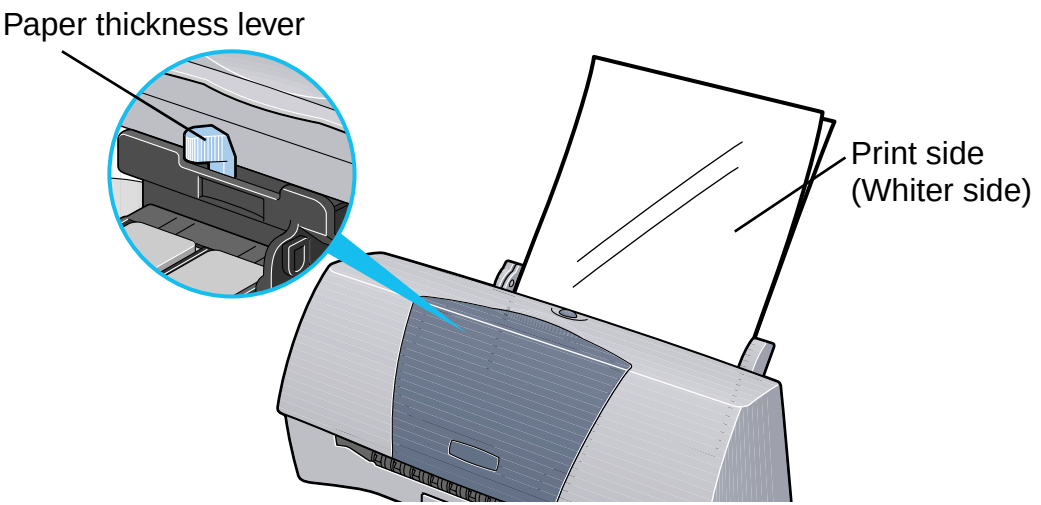
➡ Printing Area

Glossy Photo Paper GP-301N/GP-301

This media is still thicker than High Resolution Paper with a glossy printing surface to produce print-outs close to photograph quality.

■ Loading

- Load the paper with the whiter side facing up.
- Set the paper thickness lever to the left.
- Load one sheet at a time.



Note ➤ When using the GP-301, first place a loading support sheet (B) included in the package. Do not use sheet (A) for S100SP.

■ Printer Driver Settings

- [Media Type]: Glossy Photo Paper
- [Page Size]: Ensure the setting matches the size set in the application.

■ Handling of Printed Output

- Remove each sheet as soon as it is printed.
- Do not touch the printed surface until the ink dries (approx. two minutes).

■ Printable Area

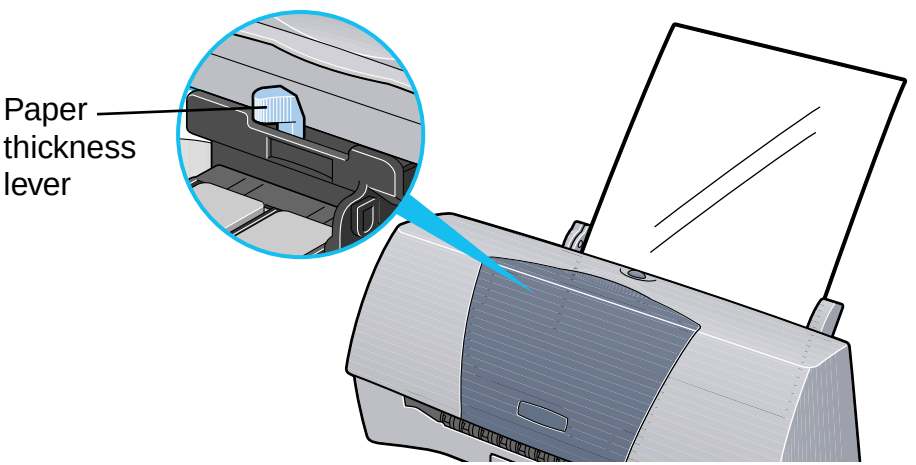
➡ Printing Area

High Gloss Film HG-101

A glossy surface offers quality photograph printing.

■ Loading

- Load one sheet at a time.
- Load with the glossy side up.
- Set the paper thickness lever to the left.



Printer Driver Settings

- [Media Type]: High Gloss Film
- [Page Size]: Ensure the setting matches the size set in the application.

Handling of Printed Output

- Remove each sheet as soon as it is printed.
- Do not touch the printed surface until the ink dries (approx. 15 minutes).

Printable Area

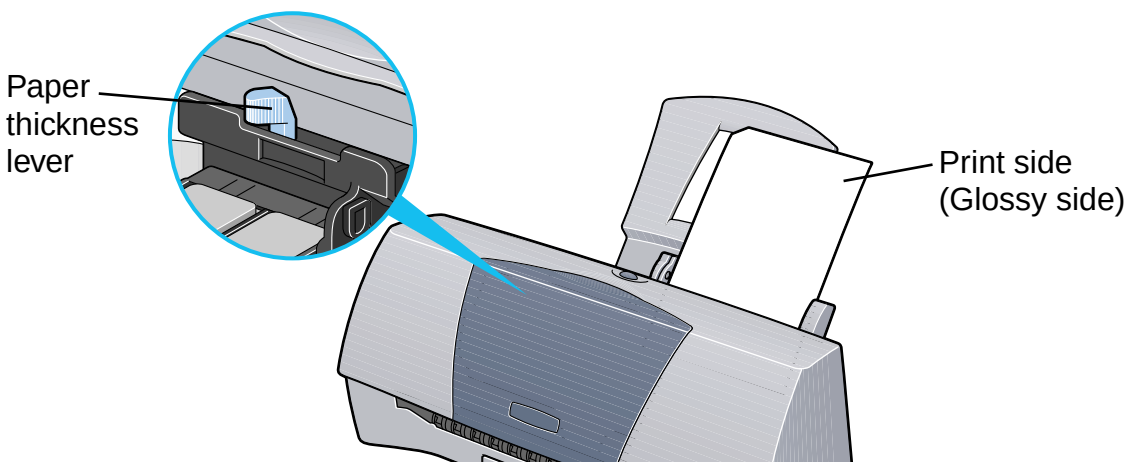
➡ Printing Area

Glossy Photo Cards FM-101

Made of the same material as Glossy Photo Paper GP-301, this photo-size paper is intended for printing images that cover the entire surface of the card, without a white border. To take full advantage of FM-101, make the images slightly larger than the area indicated by the perforations.

Loading

- Load the paper with the glossy side facing up.
- Set the Paper Thickness Lever to the left.
- Load one sheet at a time.
- Do not use the loading support sheet provided with the package.



Printer Driver Settings

- [Media Type]: Glossy Photo Cards
- [Page Size]: Canon 101.6 x 152.4 mm (Canon 4 x 6 in)

Handling of Printed Output

- Remove each card as soon as it is printed.
- Do not touch the printed surface until the ink dries (approx. two minutes).

Printable Area

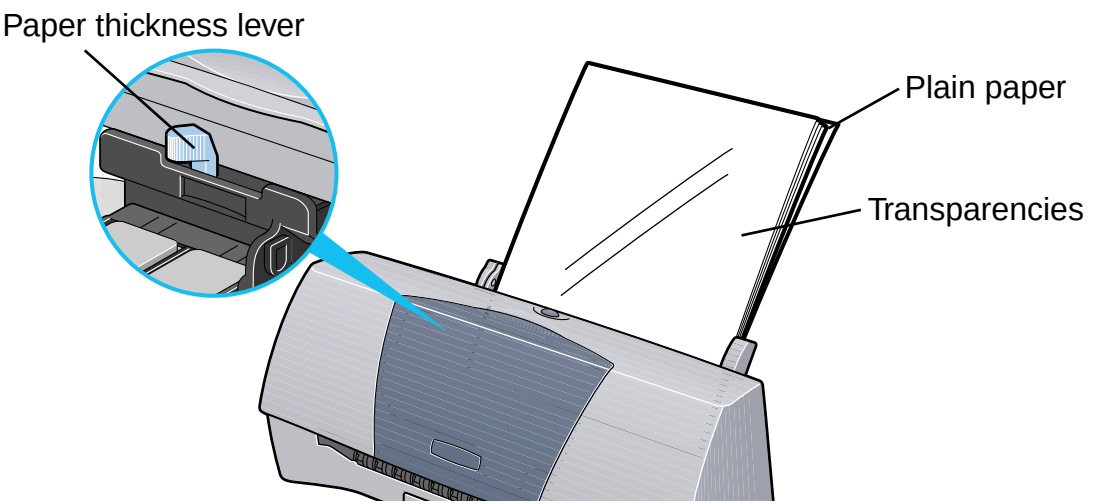
➡ Printing Area

Transparencies CF-102

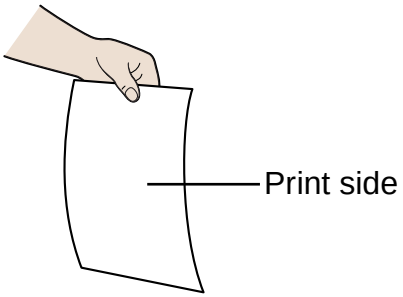
This film is ideal for printing presentation material for use with overhead projectors.

■ Loading

- Place one sheet of plain A4 or Letter paper under the transparencies in the sheet feeder.
- Set the paper thickness lever to the left.
- A maximum of 20 sheets can be loaded at once.



- Although you can print on either side of CF-102, best results can be obtained by printing on the side toward which it curls when held by the edge.



■ Printer Driver Settings

- [Media Type]: Transparency
- [Page Size]: Ensure the setting matches the size set in the application.

■ Handling of Printed Output

- Remove each transparency as soon as it is printed.
- Do not touch the printed surface until the ink dries (approx. 15 minutes).

■ Printable Area

➡ Printing Area

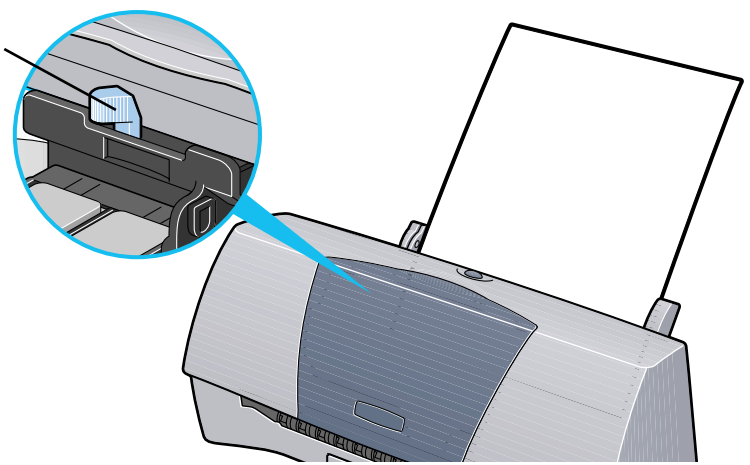
T-Shirt Transfers TR-201

This paper is used to produce iron-on transfers. The image is printed backwards when [Media Type] is set to T-Shirt Transfer in the printer driver.

■ Loading

- Load one sheet at a time.
- If the T-shirt transfer is curled, flatten it by curling it in the opposite direction.
- Load the paper with the side that does not have green lines facing up.
- Set the paper thickness lever to the left.

Paper thickness lever



Printer Driver Settings

- [Media Type]: T-Shirt Transfer
- [Page Size]: Ensure the setting matches the size set in the application.

Handling of Printed Output

- Remove each T-shirt transfer as soon as it is printed.
- The T-shirt transfer should be used as soon as possible. Refer to the supplied instructions for details on how to use the paper.

Printable Area

➡ Printing Area

Banner Paper

This is long paper that consists of perforated sheets of A4 or Letter size paper, ideal for printing long posters or banners (up to six sheets long).

Preparation for Printing

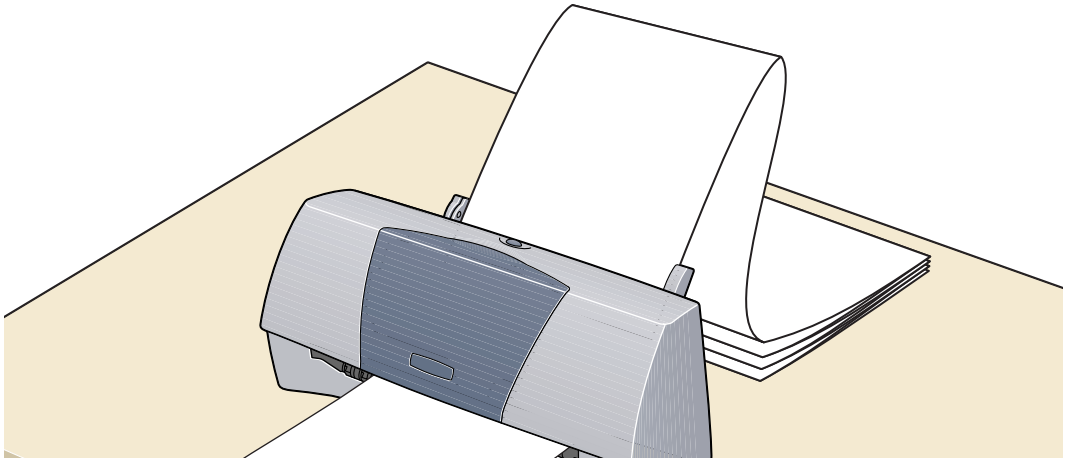
- When tearing the banner paper, tear off one more sheet than you actually need to print.
- The maximum length for one print job is six sheets, so if you will be printing on six sheets, tear off a seven-sheet length.

Loading

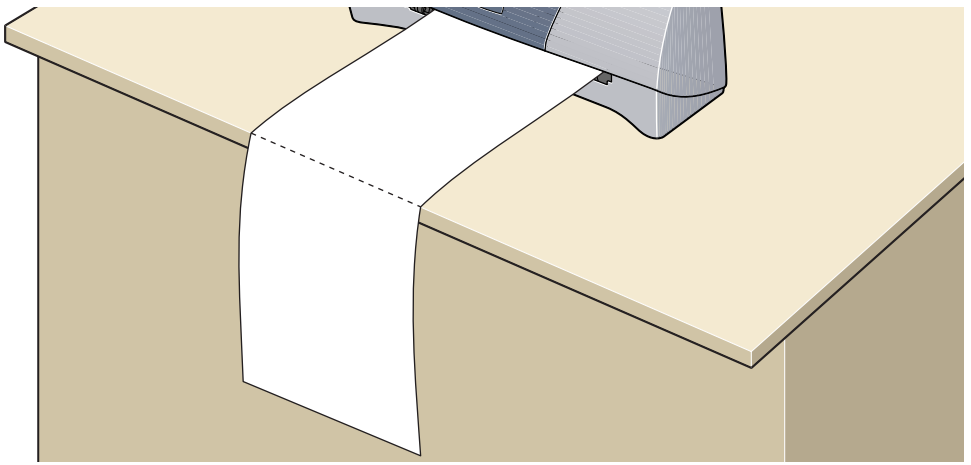
1. Set the Paper Thickness Lever to the right.

2. Load the banner paper with the printing side facing up. Gently fold the perforation between the first and second sheets.

   Leave the rest of the paper folded up.



3 Place the printer where the printed banner output can hang over the edge of the table.



Ensure the ink does not stain the table or floor.

Printer Driver Settings

- [Media Type]: Plain Paper
- [Page Size]: When using A4 banner paper: A4
  When using letter size banner paper: Letter
- [Printing Type]: Banner Printing for Windows.
  On a Macintosh, before creating the document, select [Banner Printing] in the [Page Setup] dialog box.
- [Copies]: Must be set to "1" to print correctly.
- In Windows 98 or Windows Me, select [Banner Printing] for [Printing Type] on the [Page Layout] tab.

Printable Area

➡ Printing Area

Troubleshooting

- Cannot Install the Printer Driver
- Print Quality is Poor or Contains Errors
- Printer Does Not Start or Stops During Print Jobs
- Paper Does Not Feed Properly or Paper Jams
- Ink Runs Out Too Quickly
- An Error Message is Displayed on the Screen
- Problems Unique to Windows Windows
- Problems Unique to the Macintosh Macintosh

Cannot Install the Printer Driver

■ Follow the installation procedure correctly.

Install the printer driver carefully following the procedures described in the *Quick Start Guide*.

If the printer driver was not installed correctly, reinstall it. If you are using Windows, delete the printer driver before reinstalling it.

➡ Uninstalling Printer Drivers

Note ➤ If the Installer was forcibly terminated due to an error in Windows, Windows may be unstable and this will prevent the printer driver from being installed. Restart the computer before reinstalling the printer driver.

■ Close any other applications before installation.

Sometimes the printer driver cannot be installed because another application is running.

■ **If the Installer for the printer driver does not start up automatically when you insert the *Setup Software & User's Guide CD-ROM*, open the [My Computer] window, and then double-click the CD-ROM icon.**

Windows

Note ➤ If you are typing in the file name, you must specify the CD-ROM drive letter and the installation program ("MSetup.exe"). The CD-ROM drive letter is computer dependent.

■ **Confirm that there are no problems with the *Setup Software & User's Guide CD-ROM*.**

In Windows, use Explorer to ensure that the CD-ROM can be read. In a Macintosh, check that the CD-ROM icon is visible. If there is a problem with the CD-ROM, contact a Canon service representative.

Print Quality is Poor or Contains Errors

- Cannot Print to End of Job
- Colours are Unclear
- Meaningless Characters or Symbols are Printed
- Printing is Blurred/Colours are Wrong
- Straight Lines are Misaligned
- Printed Paper Curls or Ink Blots
- Back of Paper is Smudged
- Printed Surface is Scratched
- White Streaks
- Colours are Uneven or Streaked

Cannot Print to End of Job

■ **Confirm the Page Size setting matches the size of the paper loaded in the printer.**

First, check the page size setting in the application.

Then check the [Page Size] setting in the Printer Properties dialog box for Windows or the Page Setup dialog box for Macintosh.

Colours are Unclear

■ **Confirm the media type setting in the printer driver matches the type of paper loaded in the printer.**

If you are printing a photograph or an illustration from a Windows environment, also increase [Print Quality]. Click [Advanced...] on the [Main] tab to find the [Print Quality] slide bar.
If you are working in a Macintosh environment, select the [Photo] or [Graphic] icon for the [Print Mode] in the Print dialog box.

■ **Confirm the specified cartridge are installed.**

When an ink cartridge or a black BJ cartridge runs out of ink, replace it with a new one.

Note ➤ Printed colours may not match screen colours perfectly due to basic differences in the methods used to produce colours. Colour control settings and environmental differences can also affect how colours appear on the screen.

Meaningless Characters or Symbols are Printed

- **If the problem only occurs when printing a specific document, try editing the document and then printing it.**

  If this does not resolve the problem, there may be a problem with your application program.

Printing is Blurred/Colours are Wrong

■ **Print the nozzle check pattern to ensure that ink is output correctly.**

If the nozzle check pattern does not print correctly, clean the print head.

➡ Printing the Nozzle Check Pattern

➡ Print Head Cleaning

If the problem is not resolved after cleaning the print head several times and you use a black BJ cartridge, replace it immediately. If you use a colour BJ cartridge, replace either of ink cartridges which runs out of ink first. Then if print quality still remains poor, the print head may be worn out. Replace the BJ cartridge.

➡ Replacing the Ink Cartridge

➡ Replacing the BJ Cartridge

Note ➤ Always ensure you dispose of the protective cap and protective tape from a print head.

■ **Ensure you are printing on the correct side of the media.**

You can only print on one side of certain media.

Straight Lines are Misaligned

■ **Remove the BJ cartridge and then reinstall it correctly.**

■ **In the printer driver settings, select a higher print quality setting.**

Windows

1 Open the Printer Properties dialog box.

2 On the [Main] tab, click [Advanced...], open the [Quality] tab and drag the [Printer Quality] slide bar to the [Fine] end.

Macintosh

1 Open the Print dialog box.

2 For [Print Mode], select [Manual] and then click [Details].

3 Click the [Quality] icon and then drag the [Print Quality] slide bar to the [Fine] end.

Printed Paper Curls or Ink Blots

- **Use high resolution paper or photo paper to print images that require a lot of ink, (i.e. pictures with intense colours or photographs).**

- **Reduce the [Intensity] setting in the printer driver and try printing again.**

Windows

1. Open the Printer Properties dialog box.
2. On the [Main] tab, click [Advanced...] and select the [Colour] / [Color] tab.
3. Drag the [Intensity] slide bar to adjust the intensity.

Macintosh

1 Open the Print dialog box.

2 For [Print Mode], select [Manual] and then click [Details].

3 Click the [Colour] / [Color] icon and then drag the [Intensity] slide bar to set the intensity.

Back of Paper is Smudged

■ **Remove each printed sheet from the output tray as soon as it is ejected.**

Printed Surface is Scratched

■ **Ensure you are using suitable paper.**

- The paper weight must be less than 105 g/m^2 (28 lb).

If you use paper heavier than 105 g/m^2 (28 lb), the print head may scratch the printed surface.
Clean the print head first and print with the correct paper.

- The paper must not be curled.

This problem can be resolved by simply turning the paper over.

■ **When printing on thick paper, set the paper thickness lever to the "✉" mark.**

This widens a gap between the print head and the paper. If the paper is scratched even when printing on plain paper, also try this.

■ **Reduce the [Intensity] setting in the printer driver and try printing again.**

When printing an image with high intensity, especially on plain paper, the paper may absorb too much ink and become wavy. This may cause the printed surface to become scratched.

Windows

1. Open the Printer Properties dialog box.
2. On the [Main] tab, click [Advenced...] and open the [Colour] / [Color] tab.
3. Drag the [Intensity] slide bar to adjust the intensity.

Macintosh

1. Open the Print dialog box.
2. For [Print Mode], select [Manual] and then click [Details].
3. Click the [Colour] / [Color] icon and drag the [Intensity] slide bar to set the intensity.

■ **Ensure you are printing within the recommended printing area.**

➡ Printing Area

White Streaks

■ **Print the nozzle check pattern to check the ink output.**

If the pattern is broken, missing or a specific colour does not print, clean the print head.

➡ Printing the Nozzle Check Pattern

➡ Print Head Cleaning

Colours are Uneven or Streaked

■ **Increase the print quality setting in the printer driver settings.**

Windows

1. Open the Printer Properties dialog box.
2. On the [Main] tab, click [Advanced...] to increase the [Print Quality] on the [Quality] tab.

Macintosh

1. Open the Print dialog box.
2. For [Print Mode], select [Manual] and then click [Details].
3. Click the [Quality] icon and then drag the [Print Quality] slide bar to the [Fine] end.

■ Set the halftoning method to [Diffusion] in the printer driver settings.

Windows

1. Open the Printer Properties dialog box.
2. On the [Main] tab, click [Advanced...] and open the [Quality] tab.
3. Clear the [Auto] checkbox off and select [Diffusion] for the [Halftoning] setting.

Macintosh

1. Open the Print dialog box.
2. For [Print Mode], select [Manual] and then click [Details].
3. Click the [Quality] icon and then click [Diffusion] for the [Halftoning] setting.

Printer Does Not Start or Stops During Print Jobs

- Printing Does Not Start
- Printing Stops Before It is Completed
- Printer Moves But Does Not Print
- Cartridge Holder Does Not Move to the Centre
- Cartridge Holder Does Not Return to the Home

Printing Does Not Start

■ **Ensure the printer is securely plugged in.**

Note ➤ When printing a large amount of data such as a photo or graphics, it takes longer than usual for the computer to process the data and send it to the printer. Simply wait until the processing is completed.

■ **Ensure the printer is securely connected to the computer.**

Note ➤ If you are using a switch box or other device, remove and reconnect the printer directly to the computer. Try printing again.
If printing is now successful, there may be a problem with the device.
Also there could be a problem with the cable(s). Replace the cable(s) and try printing again.

■ **Ensure the correct printer driver is selected.**

In Windows, ensure that [Canon S100SP] is selected in the [Print] dialog box.
In Macintosh, ensure that [S100SP] is selected in the [Chooser].

Note ➤ In Windows, you can set the Canon S100SP as the default printer.

■ **Ensure the printer port is set correctly.** Windows

Set "USBPRNnn" or "USBnnn" ("n" represents a number) as the printer port.

1. Open the Printer Properties dialog box from the [Start] menu.

   ➡ Opening the Printer Properties dialog box directly from the [Start] menu

2. Click the [Details] tab and set the printer port.

Printing Stops Before It is Completed

■ **Wait for a while.**

Printing a large amount of data such as a photo or graphics takes time for the computer to process the data, during which the printer may appear to not be functioning.

In addition, when continuously printing material that uses a large amount of black ink on plain paper, the printer will sometimes pause. In either case, simply wait until the processing is completed.

■ **Halt the print job and unplug the printer for at least 15 minutes to cool the print head down.**

The print head can overheat when continuously printing for long time. To protect the print head, the printer will sometimes pause automatically at a line break before resuming. In this event, interrupt the print job at a convenient time and unplug the printer for at least 15 minutes.

Furthermore, when continuously printing graphics or photos with intense colours, printing may stop to protect the print head. In this case, printing will not resume. Unplug the printer and wait for at least 15 minutes.

Caution ➤ Inside the printer, the area around the print head can become extremely hot. Do not touch the print head or nearby components.

Printer Moves But Does Not Print

■ **Either of the ink cartridges or a BJ cartridge may empty. Replace with a new one.**

➡ Replacing the Ink Cartridge

■ **If there is plenty of ink but the printer does not print, clean the print head.**

After cleaning the print head, print the nozzle check pattern to check that ink is being output normally.

➡ Print Head Cleaning

➡ Printing the Nozzle Check Pattern

If the problem is not resolved by cleaning the print head several times, the print head may be worn out. Replace the BJ cartridge.

➡ Replacing the BJ Cartridge

■ **Check the protective tape has been removed from the BJ cartridge.**

Cartridge Holder Does Not Move to the Centre

■ **Ensure the printer is securely plugged in.**

The cartridge holder will not move unless the power is on.

■ **If the front cover has been left open for a while, close and reopen it.**

If the front cover is left open for more than 10 minutes, the cartridge holder moves to the right to prevent the print head from drying out. Close and reopen the front cover to return the holder to the centre.

■ **Cool the print head down for 15 minutes.**

The cartridge holder stops moving to protect an overheated print head when it has been printing continuously for a long time.

Cartridge Holder Does Not Return to the Home

■ **Unplug and plug the printer back, and reinstall the BJ cartridge correctly.**

If the problem remains, replace the BJ cartridge with another one.

➡ Replacing the BJ Cartridge

Paper Does Not Feed Properly or Paper Jams

- Paper Does Not Feed Properly
- Paper Jams

Paper Does Not Feed Properly

■ **Confirm the paper conditions.**

- The paper is not too thick (less than 105g/m^2 / 28 lb).
- The number of sheets loaded does not exceed the recommended level.
- The paper is not creased, curled or wrinkled.

➡ Compatible Media Types

■ **Ensure that the left edge of the paper just touches the paper guide.**

■ **When printing envelopes, refer to "Envelopes" in "Printing Media," and prepare the envelopes before printing.**

Once you have prepared the envelopes, load them in the printer in landscape orientation. If the envelopes are placed in portrait orientation, they may not feed properly.

■ **When using transparencies, load one sheet of plain paper in the printer first, and then place the transparencies on top of it.**

The last transparency may not feed properly unless there is a sheet of plain paper beneath it.

Paper Jams

Remove the paper according to the following procedure.

1. Slowly pull the paper out, either from the sheet feeder or from the paper output slot, whichever is easier.

   If the paper tears and a piece remains inside the printer, open the front cover and remove it.

2. After removing all paper, close the front cover.

3. Reload the paper into the printer and press the RESUME/CANCEL button.

Note

➤ When reloading the paper into the printer, refer to "Paper Does Not Feed Properly" to confirm that you are using the correct paper and are loading it into the printer correctly.

Ink Runs Out Too Quickly

■ **Do not open and shut the front cover too often.**

The printer automatically starts print head cleaning as you shut the front cover after leaving it opened for longer than 5 seconds. Do not open the cover unnecessarily since the cleaning consumes ink.

An Error Message is Displayed on the Screen

- Error Writing to USBxxx Windows
- Application Error or General Protection Fault Windows
- Other Error Messages Windows
- Other Error Messages Macintosh

Error Writing to USBxxx

Windows

■ **Ensure the printer is securely plugged in.**

■ **Ensure the printer is securely connected to the computer.**

Note ➤ If you are using a switch box or other devices, remove and reconnect the printer directly to the computer and try printing again.
If printing is now successful, there may be a problem with the device.
Also there could be a problem with the cable(s). Replace the cable(s) and try printing again.

■ **If spooling is enabled, disable it to send the print data directly to the printer and try printing again.**

1. Open the Printer Properties dialog box from the [Start] menu.

   ➡ Opening the Printer Properties dialog box directly from the [Start] menu

2. On the [Details] tab, click [Spool Settings] and then select [Print directly to printer].

■ Verify the USB port status.

1. Right-click [My Computer] and select [Properties].
2. On the [Device Manager] tab, double-click [Universal serial bus controller], and then double-click [Canon S100SP].
3. On the [General] tab, check for any indication of a problem with the device.

   If an error has occurred, follow the instruction of **"**Notes on Handling the USB Interface (for Windows Users)**"** in the *Quick Start Guide*.

■ Ensure that the printer port setting covers ports to the printer interface connection.

1. Open the Printer Properties dialog box from the [Start] menu.

   ➡ Opening the Printer Properties dialog box directly from the [Start] menu

2. On the [Details] tab (on [Ports] tab), select [USBPRNnn (Canon S100SP)] or [USBnnn (Canon S100SP)] ("n" represents a number) in the [Print to the following port].

■ **There may be a problem in the printer driver. Uninstall the printer driver and reinstall it.**

➡ Uninstalling Printer Drivers

Also refer to the procedure “Notes on Handling the USB Interface (for Windows Users)” in the *Quick Start Guide*.

■ **If the WPS driver or CAPT driver is installed, either uninstall it or change the driver port to [FILE] as follows.**

1. Click the [Start] button, then click [Settings] and [Printers].
2. Display the WPS or CAPT driver properties, and click the [Details] tab.
3. Change the [Print to the following port] field to [FILE].

Application Error or General Protection Fault

Windows

■ **Ensure the application program you are using is intended for your operating system.**

For example, if you attempt to print with a Windows 3.1 application under Windows 98, the application may not function correctly and an error may occur.
Use an application program intended for your operating system.

■ **If other applications are running, close them to increase available memory and try printing again.**

■ **Ensure that enough memory is allocated to the application.**

Refer to the memory requirements of your application.

■ **Check the amount of free space on the hard disk.**

You may need to increase the amount of free space by deleting any unnecessary files.

■ **If the problem only occurs when printing a specific document, try editing the document and then printing it.**

If this resolves the problem, there may have been a problem in the original document. If the same problem occurs with the edited document, contact the manufacturer of your application.

■ **There may be a problem in the printer driver. Uninstall the printer driver and reinstall it.**

Also refer to the procedure “Notes on Handling the USB Interface (for Windows Users)” in the *Quick Start Guide*.

➡ Uninstalling Printer Drivers

Other Error Messages

Windows

■ If the BJ Status Monitor is displayed, follow the instructions on screen.

If an error occurs during printing, the BJ Status Monitor displays the error on the [Printer Status] tab. Follow the instructions on screen.

In Windows 98 or Windows Me, click the [Guide] tab for action to be taken in response to the error.

■ If one of the following messages is displayed outside of the BJ Status Monitor:

Could not spool successfully due to insufficient disk space
Increase the amount of free space on the disk by deleting any unnecessary files.

Could not spool successfully due to insufficient memory
Increase available memory by closing any other applications currently running.

Printer driver could not be found
Uninstall the printer driver and reinstall it.

➡ Uninstalling Printer Drivers

Background printing failed (Windows 98/Windows Me only)
Restart Windows and try printing again.

Could not print [application name] – [file name]
Try printing again once the current job is finished.

Other Error Messages

Macintosh

■ If a message with the format "Error No.: Xn" (where "X" represents a letter and "n" represents a number) is displayed:

Error No.: X202
Not enough memory for printing. Increase available memory by closing any other applications currently running.

Error No.: X203
There is a problem with the printer driver. Uninstall the printer driver and reinstall it.

➡ Uninstalling Printer Drivers

Error No.: X300
Ensure the power is on, and that the printer and the computer are securely connected. If the problem remains, verify the Chooser setting.

1 In the Apple menu, select [Chooser].

2 Click the S100SP icon and ensure S100SP is selected as the connected destination.

If it is not selected, select it.

If the problem remains, delete all unnecessary documents from the Extensions and Control Panels folder.

Problems Unique to Windows

Windows

- The BJ Status Monitor is Not Displayed
- Cannot Print in Background (Windows 98/Windows Me only)
- Cannot Print Normally

The BJ Status Monitor is Not Displayed

■ Ensure "Enable bi-directional support for this printer" is selected.

1 Open the Printer Properties dialog box from the [Start] menu.

➡ Opening the Printer Properties dialog box directly from the [Start] menu

2 On the [Details] tab (or [Ports] tab), click [Spool Settings] and select "Enable bi-directional support for this printer."

Cannot Print in Background (Windows 98/Windows Me only)

■ Check the amount of free space on the hard disk.

Background printing requires a certain amount of disk space. You may need to delete unnecessary files, or disable background printing.

■ Ensure that background printing is enabled.

1 Open the Printer Properties dialog box.

➡ Opening the Printer Properties Dialog Box

2 On the [Page Layout] tab, select [Background Printing].

Cannot Print Normally

■ **If the WPS driver or CAPT driver is installed, either uninstall it or change the driver port to [FILE] as follows.**

The WPS (Windows Printing System) driver or CAPT (Canon Advanced Printing Technology) driver may disrupt normal printing.

1. Click the [Start] button, then click [Settings] and [Printers].
2. Display the WPS or CAPT driver properties, and click the [Details] tab.
3. Change the [Print to the following port] field to [FILE].

Problems Unique to the Macintosh

Macintosh

- Jagged Text or Graphics, or Banded Gradations
- Cannot Print in Background

Jagged Text or Graphics, or Banded Gradations

■ **Ensure your application supports Quick Draw.**

If you are using a PostScript-compatible application, printed text and lines may appear jagged and gradations may appear banded. As S100SP is not a PostScript printer but a Quick Draw printer, use an application compatible with Quick Draw for printing.

Cannot Print in Background

■ **Ensure background printing is enabled.**

1. In the Apple menu, select [Chooser].
2. Click [Backgrounding] on.

■ **Check the amount of free space on the hard disk.**

Background printing requires a certain amount of disk space.
You may need to remove unnecessary files, or disable background printing.

Appendices

- Deleting an Unknown Device Windows

Deleting an Unknown Device

Windows

If printer driver installation was not seccessful, carry out the procedure described in “Notes on Handling the USB interface (for Windows Users)” in the *Quick Start Guide*.

If the problem remains, follow the steps below to delete the unknown device.

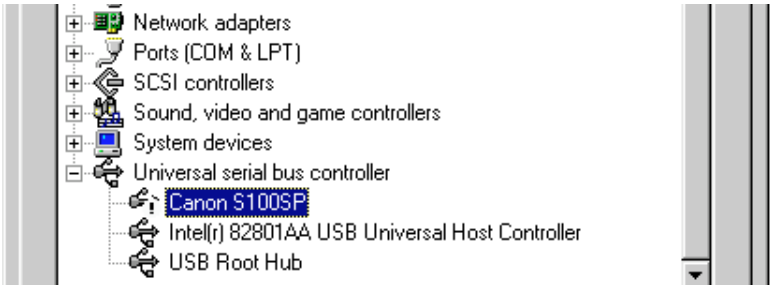
1. Click the [Start] button, select [Settings] and click [Control Panel].
2. Double-click [System].
3. Click the [Device Manager] tab.

   In Windows 2000, click the [Hardware] tab, then click [Device Manager...].
4. Select the name of the printer or ‘Unknown device’ and click [Remove].

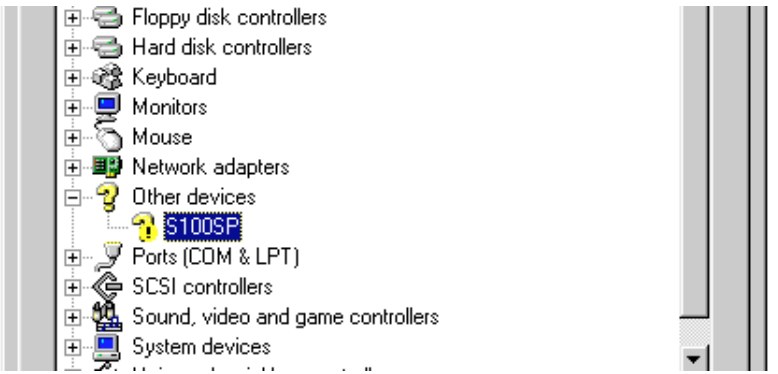
   In Windows 2000, click the unknown device, then click [Uninstall] in the [Action] menu.

Caution ➤ Be careful not to remove any other device. Windows may not function properly if another device is incorrectly deleted.

- If the unknown device is under [Universal serial bus controller]



- If the unknown device is under [Other devices]



5 When the confirmation message appears, click [OK].

6 Click [Close] to close the [System Properties] window.

In Windows 2000, click and then click [OK] in the [System Properties] window.

7 Click at the top right of the [Control Panel] window to close it.

8 Unplug the printer.

9 Remove the *Setup Software & User's Guide CD-ROM*, if it is in the drive.

10 Restart Windows.

11 Install the printer driver again following the instructions in the *Quick Start Guide*.

Specifications

Printing method:

Bubble Jet on-demand

Printing resolution:

720 (horizontal) × 360 (vertical) dpi. max.

Print speed (printing with Canon standard pattern):

Black printing	Fast:	5 ppm
	Normal:	4.5 ppm
Colour printing	Fast:	2 ppm
	Normal:	1.6 ppm

Print direction:

Bi-directional

Print width:

203.2 mm max. (8.0 in)

Resident print control mode:

Canon extended mode

Receive buffer:

64 KB

Interface:

USB 1.0-compatible

Interface connector:

USB standard Series B receptacle (USB interface)

Recommended printer cable:

Material:	AWG28 (data wiring pair) or AWG20 to 28 (distribution pair)
Type:	Twisted-pair shielded cable
Length:	Up to 5.0 m (16.4 ft)
Connectors:	USB standard Series B pluggable

Acoustic noise level:

Approx. 45 dB (A) (per ISO 9296)

Operating environment:

Temperature:	5 to 35˚C (41 to 95˚F)
Humidity:	10 to 90%RH (no condensation)

Storage environment:

Temperature:	0 to 35˚C (32 to 95˚F)
Humidity:	5 to 90% RH (no condensation)

Power supply:

Europe	AC 230 V±10%, 50 Hz
USA/Canada	AC 120 V, 60 Hz
Australia	AC 240 V, 50 Hz

Power consumption:

Standby:	Approx. 2 W
Printing:	Approx. 18 W

Dimensions (without a paper rest and paper output tray):

370 (W) × 191 (D) × 164 (H) mm
14.6 (W) × 7.5 (D) × 6.4 (H) in

Weight:

Approx. 2.4 kg (5.5 lb.)

■ Feed method:

Continuous feed through auto sheet feeder

For Plain Paper, Envelopes, High Resolution Paper,
Glossy Photo Paper, High Gloss Film,
Glossy Photo Cards, Transparencies, T-shirt Transfers, Banner Paper

Sheet feeder capacity:

Plain Paper (75 gsm)	50 sheets max.
High Resolution Paper	40 sheets max.
Envelopes	5 pieces max.
Glossy Photo Paper	1 sheet.
High Gloss Film	1 sheet
Glossy Photo Cards	1 sheet.
Transparencies	20 sheets max.
T-Shirt Transfers	1 sheet
Banner Paper	1 sheet

■ Ordinary print media:

Regular size: A4, A5, B5, Letter, Legal, European DL, US Com.#10

Custom size: width: 100.0 to 241.3 mm (3.9 to 9.5 in)
height: 100.0 to 584.2mm (3.9 to 23.0 in)

Weight: 64 to 105 g/m^2 (17 to 28 lb)

Canon Special media:

High Resolution Paper	HR-101N
Glossy Photo Paper	GP-301N/GP-301
High Gloss Film	HG-101
Glossy Photo Cards	FM-101
Transparencies	CF-102
T-Shirt Transfers	TR-201
Banner Paper	

Graphic image printing:

Data format: Canon extended mode: Raster image format

Resolution: Canon extended mode: 180, 360, 720 dpi

BJ Cartridge:

Black BJ Cartridge BC-20:

Nozzles: 128
Ink colours: Black only
Capacity: Approx. 1800 sheets*1
(Approx. 7200 sheets *2)

Color BJ Cartridge BC-21e:

Nozzles: 24 per colour, 64 for black
Ink cartridge: BCI-21 Color (Cyan, Yellow, Magenta)
BCI-21 Black (Black)
Capacity: BCI-21 Color: Approx. 130 sheets*3
(Approx. 650 sheets *4)
BCI-21 Black: Approx. 150 sheets*3
(Approx. 560 sheets *4)

*1 1500 characters per page, normal text, at standard and plain paper mode with Windows 98/Windows Me

*2 1500 characters per page, normal text, at Super Economy mode with Windows 98/Windows Me

*3 Based on printing the ISO JIS-SCID No.5 pattern at standard and plain paper mode with Windows 98/Windows Me

*4 Based on printing the ISO JIS-SCID No.5 pattern at Super Economy mode with Windows 98/Windows Me

■ Printer driver operating environment:

IBM PC/AT-compatible computer running on Windows 98, Windows Me, Windows 2000 or Macintosh computers with USB interface running on Mac OS 8.5 - Mac OS 9.x Hard disk space:

Approx. 40 MB to install on Windows 98 and Windows Me, 30 MB on Mac OS, or approx. 25 MB on Windows 2000 (including temporary files)

Note ➤

- BJ Status Monitor cannot be used when printer is used in network operating environment.
- When connecting printer and computer through USB interface, use the system under the following operating environment.

Windows — Computer with Microsoft Windows 98 or Windows Me, which is preinstalled by a computer manufacturer on purchase. (USB port operation also needs to be assured by the manufacturer.)

Macintosh — Macintosh computers with USB and Mac OS 8.5 - Mac OS 9.x which is preinstalled by a computer manufacturer on purchase.

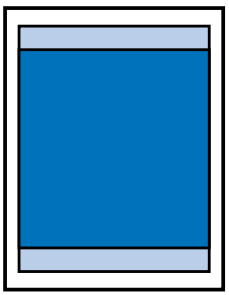
Specifications subject to change without prior notice.

Printing Area

To ensure the best print quality, the printer allows a margin along each edge of media.

Printing area (dark blue): Canon recommends that you print within this area. ( )

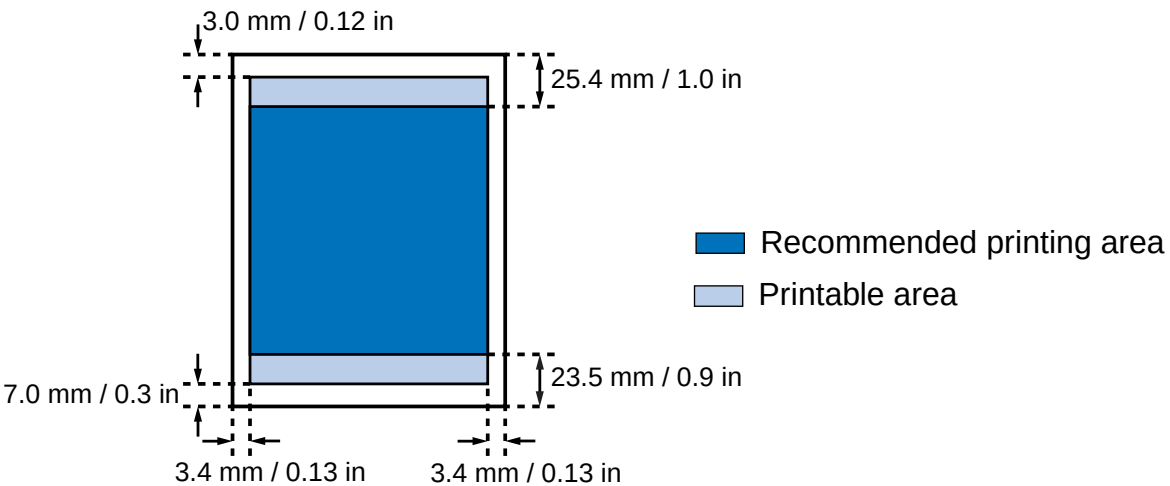
Printable area (light blue): The area where it is possible to print. However, printing in this area can adversely affect the print quality or the paper feed precision. ( )



- A4, B5, A5
- Letter, Legal
- Glossy Photo Cards
- Envelopes
- Banner Paper

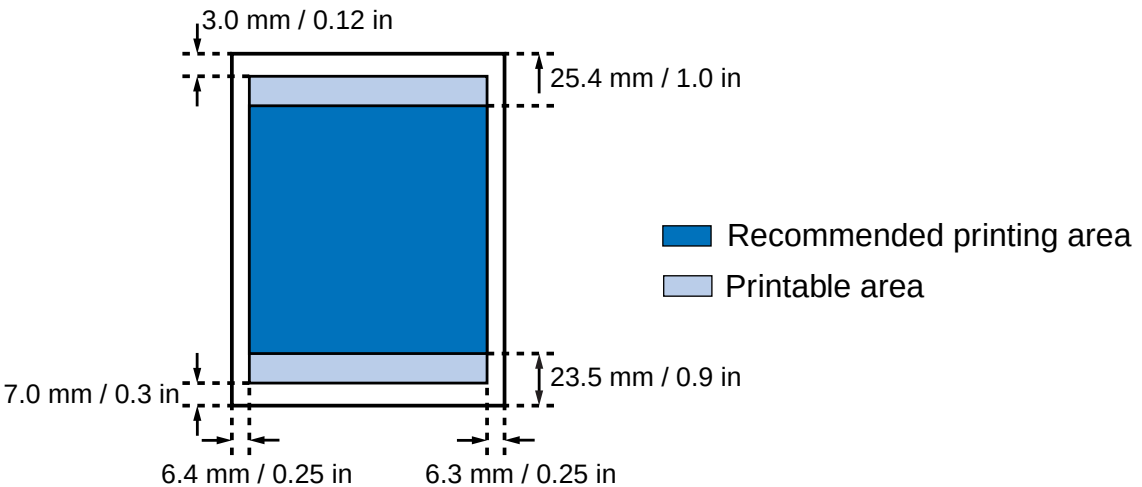
A4, B5, A5

Size	Printable Area (width x height)
A4	203.2 × 287.0 mm / 8.0 × 11.3 in
B5	175.2 × 247.0 mm / 6.9 × 9.7 in
A5	141.2 × 200.0 mm / 5.6 × 7.9 in



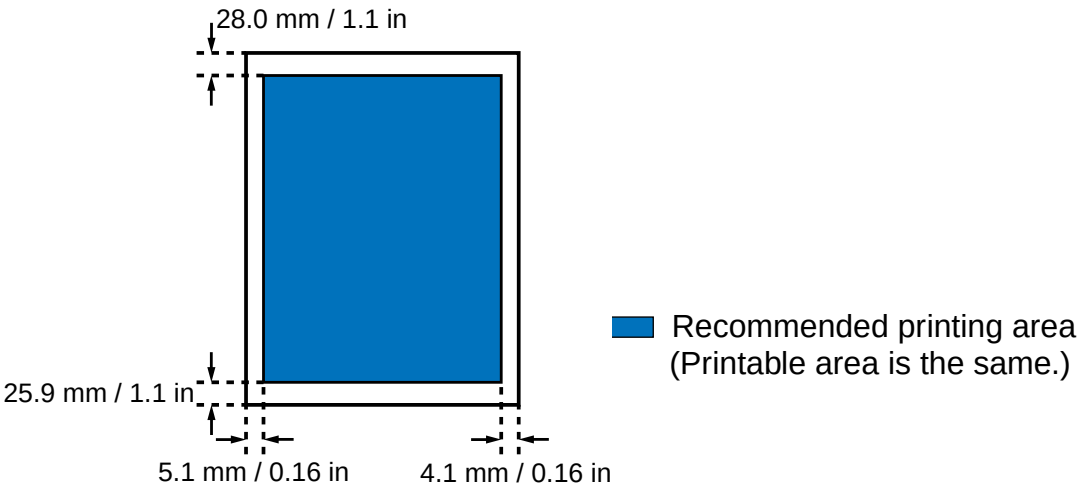
Letter, Legal

Size	Printable Area (width x height)
Letter	203.2 × 269.4 mm / 8.0 × 10.6 in
Legal	203.2 × 345.6 mm / 8.0 × 13.6 in



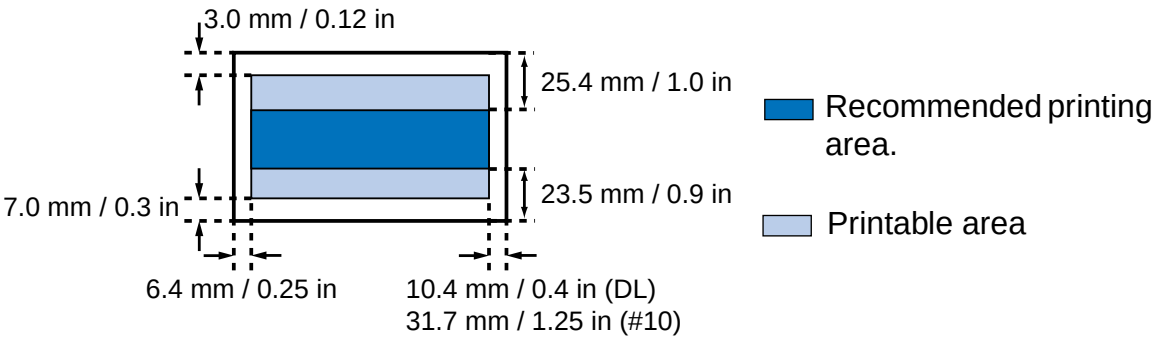
Glossy Photo Cards

Size	Printable Area (width x height)
Glossy Photo Card	109.4 × 159.9 mm / 4.3 × 6.3 in



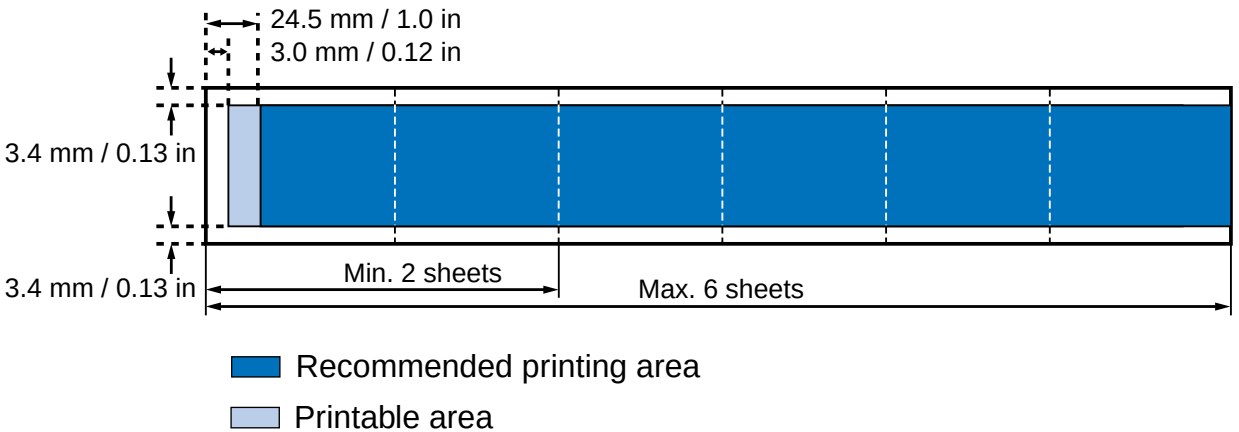
Envelopes

Size	Printable Area (width x height)
European DL	203.2 × 100.0 mm / 8 × 4 in
US Com. #10	203.2 × 94.7 mm / 8 × 3.7 in


3.0 mm / 0.12 in
25.4 mm / 1.0 in
23.5 mm / 0.9 in
7.0 mm / 0.3 in
6.4 mm / 0.25 in
10.4 mm / 0.4 in (DL)
31.7 mm / 1.25 in (#10)
Recommended printing area.
Printable area

Banner Paper

Size	Printable Area (width x height)
Banner Paper	A4: 203.2 × 1779.0 mm / 8.0 × 70.0 in
	Letter: 203.2 × 1673.4 mm / 8.0 × 66.0 in



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